8x8, Inc. Business Phone Service

6753i IP Phone

User Guide
Release 2.2
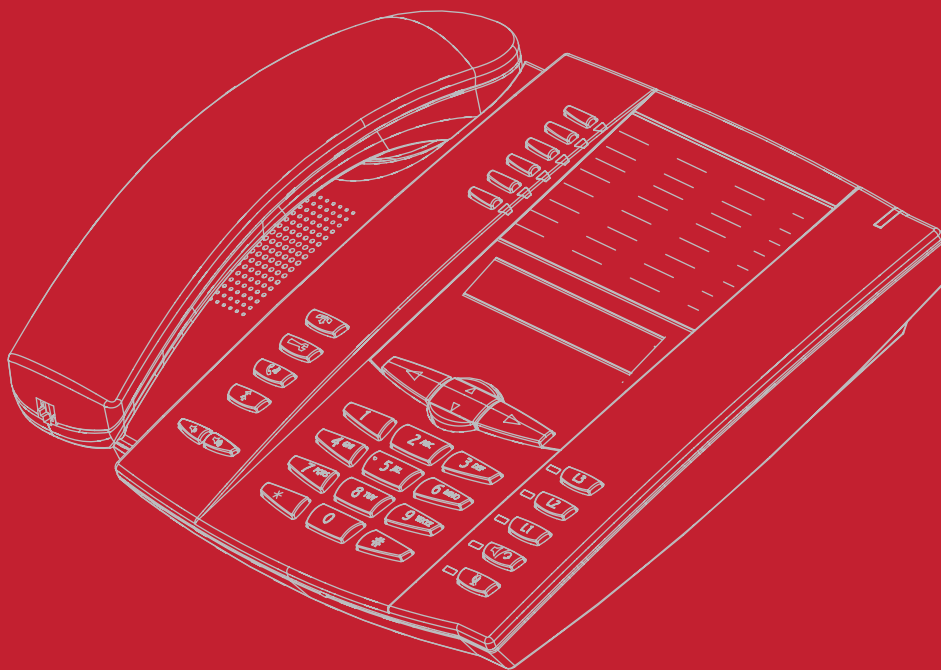Rev 01

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Introduction

Congratulations on the purchase of your 8x8 Virtual Office service and new 6753i IP Phone. The phone has been manufactured to meet very high standards for convenient and reliable service.

This telephone will operate according to the preloaded scripts. Please use the interactive menu and soft buttons to access features provided by your 8x8 Virtual Office Service.

Phone Parts Checklist

Remember to save your sales receipt in case you ever need warranty service. Check to make sure your package includes the items described below:

6753i IP Phone	Handset
Telephone Base Desk Legs	Power Adapter
Handset Cord	Wall Mount Drilling Template
Programmable Key Card	Ethernet Cable
CD Reference	Screws and Anchors for Wall Mount

When you unpack your phone, you should ensure that you have all of the following items. Remember to save your sales receipt in case you ever need warranty service **6753i IP Phone Parts**
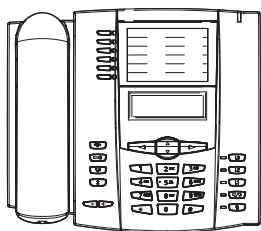
6753i IP Phone

Telephone Base Desk Legs	Handset	Handset Cord	Programmable Key Card	Wall Mount Drilling Template
Power Adapter	Ethernet Cable	Reference CD	Screws and Anchors for Wall Mounting	
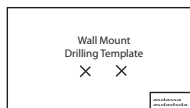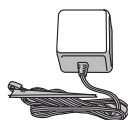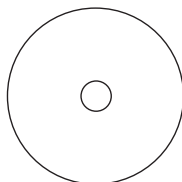
Optional Accessories (Not Included)
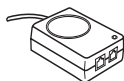
PoE (Power over Ethernet) Inline Power Injector
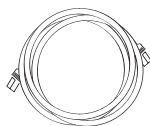
Additional Ethernet Cable (Category 5/5e straight through cable)
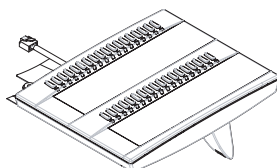
Model 536EM Expansion Module

Key Panel

6 keys with LEDs (4 are programmable)
High quality speakerphone
HAC handset

Goodbye key
Options key
Hold key
Redial Key
Volume control

Navigational keys
3-line LCD screen
Message waiting lamp
Keypad

Speakerphone/headset toggle key
Mute key
3 call appearance lines
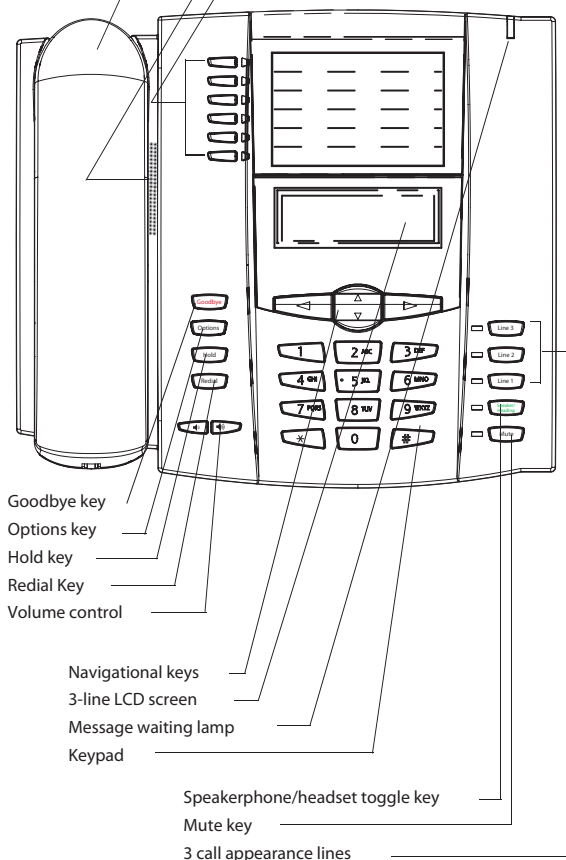
Phone Features

- 3-line LCD screen
- 6 top keys: 4 are programmable keys
- 3 call appearance lines with LEDs
- Supports up to 9 call lines
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in two-port, 10/100 Ethernet switch - lets you share a connection with your computer

- Inline power support (based on 802.3af standard) which eliminates power adapters
- AC power adapter (included)
- Enhanced busy lamp fields*
- Set paging*

*Availability of feature dependent on your phone system or service provider.

Getting Started

The 6753i must be set up and configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

Plugging in and Starting the Phone

The 6753i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The phone displays the following startup screens.

> Checking for new firmware......

> Initializing network

> 8x8 6753i

The 6753i phone then checks settings and looks for new configuration and firmware updates for the phone from a server. If a new update is found, the phone displays the message "**Updating Configuration**". This may take a few moments while the phone downloads the latest updates.

> Updating configuration
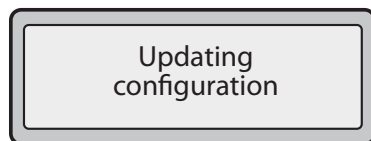
→ **Note:** New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

⚠ **Important!** Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.

```
Downloading
language packs.....
```

When the configuration update is complete, the phone displays the following screens.

```
Network
```

```
DSP
```

```
SIP
```

```
Done
```

Getting Started

Idle Screens

Idle Screen 1

When the phone has successfully updated the configuration and connected to the network, the phone displays the **Idle State** screen:

```
1        John Burns
         9054550055
      Sat  Jun 8  2:55pm
```
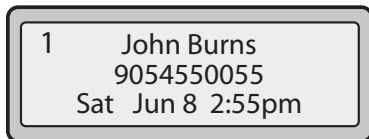
The **Idle State** screen lists your name, extension (or phone number), and day, date, and time. The "1" in the upper corner in the above example indicates the idle screen for the first line appearance. You can use the left and right arrow keys to scroll through the idle screens for all three line appearances. The 6753i allows for scrolling up to 3 lines.

This screen is shown whenever your phone is not in use.

Idle Screen 2

The second display line displays the following temporary messages if the event occurs:

- No Service
- DHCP Failed
- Restarting......
- New IP Obtained
- Network Disconnected/Connected

> **Note:** Since the "Network Disconnected/Connected" display on two lines, the date and time does not show if this event displays.

The second line can also display the following status messages, listed in order of display priority:

- Call forward status
- DND On (Do Not Disturb)
- Number of missed calls

When more than one status message displays, the ▼ is shown after the message to indicate you can use the ▼ and ▲ navigation keys to scroll through the remaining messages.

```
1        John Burns
         CFWD All      ▼
      Jun 8   2:55pm
```

```
2

   Network Connected ▲
```
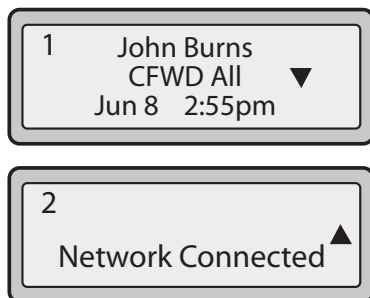
Incomplete Configuration

If your phone displays an "*Incomplete Config*" message without any extension or user name at the end of the start up sequence instead of an Idle state screen, this indicates the phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.

No Service

When the phone is not properly connected to the network, or the account has not been configured by the Network Administrator, the "*No Service*" or "*Network Disconnected*" prompt appears on the display and the telephone status light turns **ON**. The phone also displays the default time and date of 12:00am Jan. 1st, 2000. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when the connection is reconnected and display the "*Network Connected*" prompt temporarily.

If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see "Restarting your phone" on page 31.

For more information about connecting your phone, refer to the *8x8 6753i User Reference Manual*. Check with your System Administrator for assistance.

Getting Started

Connected State Screens

When the phone has successfully connected to the network, a 😊 icon appears to the left of the phone number indicating the phone is on-hook.

```
  ┌─────────────────────────────┐
  │  1       John Burns         │
  │  😊     9054550055    ▼     │
  │      Sat Jan 1 12:15 p      │
  └─────────────────────────────┘
```
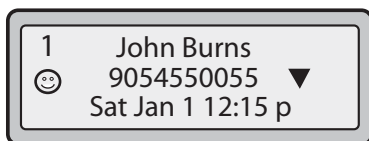
When the phone is off-hook, the icon displays as follows.

```
  ┌─────────────────────────────┐
  │  1       John Burns         │
  │        9054550055    ▼      │
  │          03:00              │
  └─────────────────────────────┘
```
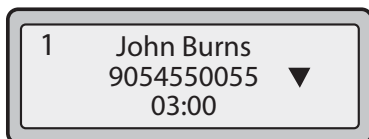
> **➜** **Note:** You can use the left and right arrow keys to display the Idle or Connected screens on other lines.
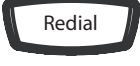
IP Phone Keys and Key Descriptions

The following sections describe the various 6753i phone key functions, and how they help you make and manage your calls and caller information.
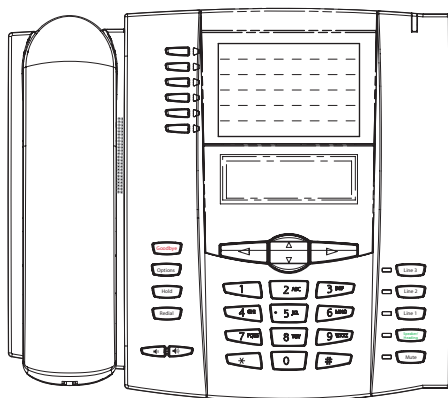
Key Panel

The following table identifies the keys on the key panel of your 6753i IP phone.

Keys	Key Description
Goodbye	**Goodbye key** - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
Options	**Options key** - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator regarding the changing the administrator-only options.
Hold	**Hold key** - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
Redial	**Redial key** - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
◀) ◀))	**Volume control key** - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
Line 1 Line 2 Line 3	**Line/Call Appearance key** - Connects you to a line or call. The 8x8 6753i IP phone supports up to 3 line keys.
Speaker/ Headset	**Handsfree key** - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
Mute	**Mute key** - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

IP Phone Keys and Key Descriptions

Keys	Key Description
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there are multiple status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
	Programmable keys - Six Top Keys: 4 are programmable keys. **Note:** Keys 1 and 2 are hardcoded as the SAVE and DELETE keys, respectively, and cannot be altered. The following are the default functions for the programmable keys on the 6753i IP phone:

1 - **Save** (hardcoded)	Allows you to save numbers and/or names to the Directory. Using this key, you enter the number, name, and line (or speeddial key) to record in the Directory List.
2 - **Del** (Delete) (hardcoded)	Allows you to delete entries from the Directory List and Callers List. (Must enter the Directory or Callers list and select an entry, then press twice to delete entry).
3 - **DND** (Do Not Disturb)	Allows you put your telephone in a state that will not ring and calls will automatically be forwarded to voicemail (or to a busy signal if voicemail is turned off).
4 - **Call Fwd**	Access the last 200 calls received.
5 - **Xfer** (Transfer)	Transfers the active call to another number.
6 - **Conf** (Conference)	Begins a conference call with the active call.

Note: For more information about programming keys 3, 4, 5, and 6 to perform specific functions, see the "Programmable Keys" on .

Methods for Customizing Your Phone

There are two ways to customize specific options on your phone:

- Using the Options ⬭Options⬭ key on the IP Phone
- Using the 8x8 Web Phone UI in an Internet browser window from your PC.

Phone Options via the IP Phone UI

You can customize your phone by pressing the Options ⬭Options⬭ key and accessing the IP Phone UI.

These options allow you to customize the following phone settings.

Option Number	Option
1	**Call Forward** **1.** Cfwd Number **2.** Cfwd Mode **3.** No. Rings

2	**Preferences**
	1. Tones
	        Ring Tone
	        Tone Set
	2. Contrast Level
	3. Live Dialpad
	4. Set Audio
	        Audio Mode
	        Headset Mic Vol
	5. Time and Date
	        Time Zone
	        Daylight Saving
	        Time Format
	        Date Format
	        Time Server
	                Time Server 1
	                Time Server 2
	                Time Server 3
	        Set Time
	        Set Date
	6. Language

3	**Phone Status** **1.** IP&MAC Addresses **2.** LAN Port **3.** PC Port **4.** Firmware Info
4	**User Password**
5	**Administrator Menu** **(Password Protected)**
6	**Restart Phone**
7	**Phone Lock**

➡️ **Note:** The **Administrator Menu** options are administrator level functions only, and are not accessible by the user. These options should only be set up and changed by your system administrator.

Simplified Options Menu

Your System Administrator may configure a simplified options menu for your phone. The following table indicates the options that may appear on your phone if the simplified options menu is applied.

Option Number	Option
1	**Call Forward** **1.** Cfwd Number **2.** Cfwd Mode **3.** No. Rings
2	**Preferences** **1.** Tones Ring Tone Tone Set **2.** Contrast Level **3.** Live Dialpad **4.** Set Audio Audio Mode Headset Mic Vol
3	**Phone Status** **1.** IP&MAC Addresses **2.** LAN Port **3.** PC Port **4.** Firmware Info
4	**Phone Lock**

Using the IP Phone UI (User Interface)

> **IP Phone UI**

1. Press the Options key [Options] on the phone to enter the Options List.
2. Use ▲ and ▼ to scroll through the list of options, or press the number corresponding to the **Option**.
3. Press **Enter**, the 4 key, or press the digit number for the corresponding option to select that option.
4. Change a selected option if applicable.
5. Press the **Set** or **Done** key to save the change.
6. Press the [Options] button, the 3 key, or the [Goodbye] button at any time to exit without saving changes.

For more information about customizing your phone using the available options from the IP Phone UI, see the section "Customizing Your Phone" on page 18.

For more information about administrator options, contact your System Administrator.

Phone Options via the 8x8 Phone Web UI

In addition to the IP Phone UI options, you can customize additional options on the IP Phone using the 8x8 Web Phone UI. In order to access your phone using the 8x8 Phone Web UI, you need to know your phone's IP address. To find your phone's IP address, see "Finding Your Phone's IP Address" on page 17.

Using the 8x8 IP Phone Web UI

🌐 **8x8 IP Phone Web UI**

1. Open your web browser, enter the phone's IP address or host name into the address field and press <**Enter**>.
The following logon screen displays.
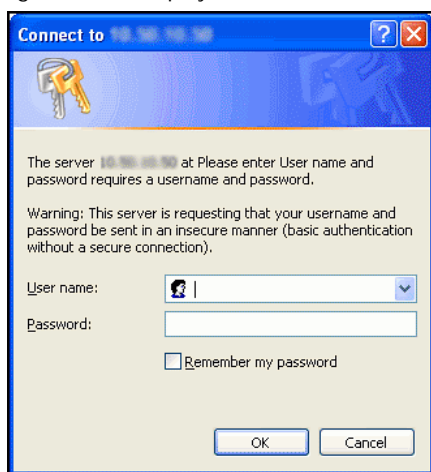
2. At the prompt, enter your username and password and click [OK]

> ➡ **Note:** For a user, the default user name is "**user**" and the password field is left blank.

The Network Status window displays for the IP phone you are accessing.

3. You can logout of the 8x8 IP Phone Web UI at any time by clicking **Log Off**.

The following categories display in the side menu of the 8x8 Web Phone UI:
Status, **Operation**, **Basic Settings**.

Headings	Descriptions
Status	The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.
Operation	**User Password** - Allows you to change user password. **Phone Lock** - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, and reset the user password. **Programmable Keys** - There are 6 function keys, 4 of which can be configured to perform the functions identified in the following list. **Note:** Not all functions in the following list are support by 8x8 - None - Line - Speeddial - Do Not Disturb (DND) - Busy Lamp Field (BLF) - Flash - Intercom - Sprecode - Phone Lock - Pickup - Transfer - Directory - Callers List - Conference **Expansion Module** - Allows you to configure an additional 36 softkeys with a 536M Expansion Module if it is attached to the phone. This option displays on the side menu of the 8x8 Web Phone UI only if an Expansion Module is attached. **Note:** Not all functions in the table above apply to the Expansion Modules. **Directory** - Allows you to copy the Callers List and Directory List from your IP phone to your PC. **Reset** - Allows you to restart the IP phone when required.

Headings	Descriptions
Basic Settings	**Preferences** - Allows you to enable/disable the following: • Suppress DTMF Playback • Display DTMF Digits • Call Waiting • Play Call Waiting Tone • Stuttered Dial Tone • XML Beep Support • Status Scroll Delay • Incoming Call Interrupts Dialing • Goodbye Key Cancels Incoming Call • UPnP Mapping Lines • Message Waiting Indicator Line This category also allows you to configure: • Incoming Intercom Call Settings • Ring Tones (global and per-line basis) • Ring Tone Sets • Time and Date Settings • Language Settings. **Call Forward** - Allows you to set a phone number destination for where you want calls forwarded. Call forward can be configured using a specific mode (off, all, busy, no answer, busy no answer) on a global or per-line basis.

Phone Status

You can view the status of your phone using the IP Phone UI or the 8x8 Web Phone UI.

Phone Status via IP Phone UI

The **Phone Status** option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone's:

• Network status including your phone's IP and MAC address
• Local Area Network (LAN) port
• PC port
• Firmware version

Use the following procedure to view the status of your phone using the IP Phone UI.

8x8 IP Phone UI

1. Press `[Options]` on the phone to enter the Options List.

2. Select **Phone Status**.

3. Select the option you want to view:
   IP&MAC Address
   LAN Port
   PC Port
   Firmware Info

   The option you select displays to the LCD. Use the ▲ and ▼ keys to scroll the through the LCD display.

Finding Your Phone's IP Address

If you want to access your phone's options using an Internet browser, you need to enter the IP address for the phone in the browser to open the 8x8 Web Phone UI. Use the following procedure to find your phone's IP address.

8x8 IP Phone UI

1. Press the `[Options]` button on the phone to enter the Option List.

2. Select **Phone Status** and press the 4 key.

```
    3  Phone Status

▼=Next           ▶=Enter
```
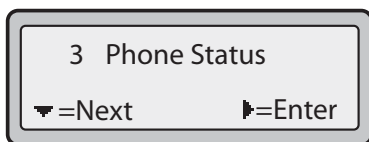
3. Select "**IP&MAC Addresses**" and press the 4 key.

```
    1 IP&MAC Addresses

▼=Next           ▶=Enter
```
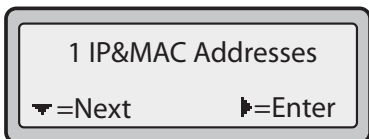
The IP address of your 6753i IP phone displays in the **IP Address** field.

```
    IP Address:
    XX.XX.XX.XXX
▼=Next           ◀=Exit
```
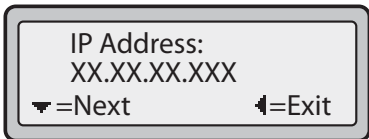
Phone Status

Phone Status via the 8x8 Web Phone UI

After accessing your phone via the 8x8 Web Phone UI, the first screen to display is the phone's Status Screen.

This screen is view only. It displays the Network Status of your phone which includes the following:

- LAN Port
- PC Port
- MAC Address
- Hardware Information
- Firmware Information

Customizing Your Phone

The following paragraphs describe the options available from either the IP Phone UI, the 8x8 Web Phone UI, or both, and provide procedures applicable to the option.

Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phone.

Ring Tones

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/disable these ring tones on a global or per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Ring Tones Table

Configuration Method	Valid Values	Default Value
IP Phone UI	Global: Tone 1 Tone 2 Tone 3 Tone 4	Global: Tone 1
8x8 Web Phone UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent Per-Line: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1 Per-Line: Global

Ring Tone Sets

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets configurable on the IP phones are:

- US (Default - also used in Canada)
- Mexico
- United Kingdom
- Italy
- Germany
- France
- Europe (generic tones)
- Australia

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

> dial tone
> secondary dial tone
> ring tone
> busy tone
> congestion tone
> call waiting tone
> ring cadence pattern

Global ring tones and tone sets can be configured using the 8x8 Web Phone UI and the IP Phone UI.

Configuring Ring Tones and Tone Sets

 8x8 IP Phone UI

Use the following procedures to configure ring tones and tone sets on the IP phone.

(global configuration only)

1. Press on the phone to enter the Options List.

2. Select **Preferences**.

3. Select **Tones**.

4. Select **Ring Tone.**

5. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).

6. Select **Set** and then press ▼ .

7. Select **Tone Set**.

8. Select the country for which you want to apply the tone set. Valid values are **Australia**, **Europe, France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US**.

9. Press ▶ .The ring tone and tone set you select is immediately applied to the IP phone.

┌───┐
│ 🌀 **8x8 IP Phone Web UI** │
└───┘

1. Click on **Basic Settings->Preferences->Ring Tones**.

Status	
System Information	
Operation	**Preferences**
User Password	
Phone Lock	**Ring Tones**
Programmable Keys	Tone Set — US ▾
Directory	Global Ring Tone — Tone 1 ▾
Reset	Line 1 — Global ▾
Basic Settings	Line 2 — Global ▾
Preferences	Line 3 — Global ▾
Call Forward	Line 4 — Global ▾
	Line 5 — Global ▾
	Line 6 — Global ▾
	Line 7 — Global ▾
	Line 8 — Global ▾
	Line 9 — Global ▾

For global configuration:

2. In the **Ring Tones** section, select a country from the **Tone Set** field.
   Valid values are **Australia**, **Europe**, **France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US**.

3. Select a value from the **Global Ring Tone** field .

> ➡ **Note:** See the Ring Tones Table on page 19 for valid values.

For per-line configuration:

4. In the **Ring Tone** section, select a line for which you want to set ring tone.

5. Select a value from the **LineN** field .

> ➡ **Note:** See the Ring Tones Table on page 19 for valid values.

6. Click 〔 Save Settings 〕 to save your changes.

Contrast Level

The **Contrast Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of contrast level.

You can set the contrast level using the IP Phone UI only.

<div style="float:right">Customizing Your Phone</div>

Setting Contrast Level

🖥 8x8 IP Phone UI

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1. Press ⬭Options⬭ on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Contrast Level**.
4. Use the ◄ and ► navigation buttons to increase or decrease the intensity of contrast lighting on the LCD.
5. Press **Set** to save your selection.

Live Dialpad*

The **Live Dialpad** option on the IP phone turns the Live Dialpad mode ON or OFF. With live dialpad ON, the 6753i IP phone automatically dials out and turns ON Handsfree mode as soon as a dialpad key or softkey is pressed. With live dialpad OFF, if you dial a number while the phone is on-hook, lifting the receiver or pressing the ⬭Speaker/Headset⬭ initiates a call to that number.

*Availability of feature dependent on your phone system or service provider.

You can enable/disable the live dialpad using the IP Phone UI only.

Enabling/Disabling Live Dialpad

🖥 8x8 IP Phone UI

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1. Press ⬭Options⬭ on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Live Dialpad**.
4. Use the **Change** softkey to turn the live dialpad ON or OFF.
5. Press **Done** to save your selection.

Set Audio

The **Set Audio** option on the IP Phone allows you to set the audio mode for your IP phone. It also allows you to set the volume level of the headset microphone.

You can set Audio on your IP phone using the IP Phone UI only.

Audio Mode

The 6753i allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the ⌷Speaker/Headset⌷ button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the ⌷Speaker/Headset⌷ button on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the ⌷Speaker/Headset⌷ button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the ⌷Speaker/Headset⌷ button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

Headset Mic Volume

The **Headset Mic Volume** option allows you to set the volume level for the headset microphone.

Setting Audio Mode and Headset Mic Volume

8x8 IP Phone UI

1. Press ⌷Options⌷ on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Set Audio**.
4. Select **Audio Mode**.

5. Select the audio mode you want to use on your phone. Valid values are:
   Speaker
   Headset
   Speaker/Headset
   Headset/Speaker

6. Press **Done** to save your selection.

7. Select **Headset Mic Volume**.

8. Select the **Low**, **Medium**, or **High** volume level.

9. Press **Done** to save your selection.

Time and Date

On the IP phones, you can configure the following:

- Time and Date
- Time and Date Format
- Time Zone
- Daylight Saving Time
- Time Servers (Administrator use only;password protected)

→ **Note:** You can set the above features using the IP Phone UI. However, only the Time and Date Formats can be set using the 8x8 Web Phone UI. The "Time Server" configuration is for Administrator use only and is password protected. Contact your System Administrator for more information.

Configuring Time and Date

Use the following procedures to configure the time and date settings on the IP phone.

```
📞   8x8 IP Phone UI
```

Set Time and Time Format

1. Press ⎾Options⏋ on the phone to enter the Options List.

2. Select **Preferences**.

3. Select **Time and Date**.

4. Select **Set Time**.

5. Using the keys on the keypad, enter a time on the IP phone. Use the ◄ and ► navigation keys to move backward or forward when entering the time. Use the "*" key to set either AM or PM.

6. Press **Set** to save the time setting.

7. Select **Time Format**.

8. Using the **Change** softkey, set the Time Format to either a 12 hour format or a 24 hour format. Valid values are **12h** and **24h**. Default is **12h.**

9. Press **Set** to save the Time Format you selected.

Set Date and Date Format

1. Select **Preferences**.

2. Select **Time and Date**.

3. Select **Set Date**.

4. Using the keys on the keypad, enter a date on the IP phone. Use the ◄ and ► navigation keys to move backward or forward when entering the date.

5. Press **Set** to save the date setting.

6. Select **Date Format**.

7. Select a date format from the list of options. Default is **Sun Jan 2**. Valid values are:

   • Sun Jan 2 (Default)

   • 2-Jan-00

   • 2000 01 02

   • 02/01/2000

   • 02/01/00

   • 02-01-00

   • 01/.02/00

   • Jan 2

   • 2 Jan 2000

   • Sun 2 Jan

   • 2 Jan

   • 02.01.2000

8. Press **Set** to save the Date Format setting.

Set Time Zone

1. Select **Preferences**.

2. Select **Time and Date**.

3. Select **Time Zone**.

4. Press * to display a list of Time Zone options. A list of Time Zones display for different areas of the world.

5. Select a Time Zone that applies to your area. The default Time Zone is **US-Eastern**.

> ➡ **Note:** For a list of the Time Zones values available on the IP Phone, see "Appendix A - Time Zone Codes.".

6. Press **Set** to save the Time Zone setting.

Set Daylight Saving Time

1. Select **Preferences**.

2. Select **Time and Date**.

3. Select **Daylight Saving**.

4. Select a Daylight Savings time from the list of options. Valid values are:

- OFF
- 30 min Summertime
- 1 h Summertime
- Automatic

➡️ **Note:** The default for Daylight Saving is **Automatic**.

5. Press **Set** to save the Daylight Saving setting.

🌐 **8x8 Web Phone UI**

1. Click on **Basic Settings->Preferences->Time and Date Setting**.

Status	
System Information	**Preferences**
Operation	
User Password	**Time and Date Setting**
Phone Lock	Time Format ... 12h
Programmable Keys	Date Format ... WWW MMM DD
Directory	
Reset	
Basic Settings	
Preferences	
Call Forward	

2. In the **Time Format** field, select the time format you want to use on your phone. Valid values are:
12h (12 hour format) (default)
24h (24 hour format)

➡️ **Note:** The time and time format you configure display on the phone's idle screen.

3. In the **Date Format** field, select the date format you want to use on your phone. Default is **WWW MMM DD**. Valid values are:

- **WWW MMM DD (default)**
- **DD-MMM-YY**
- **YYYY-MM-DD**
- **DD/MM/YYYY**
- **DD/MM/YY**
- **DD-MM-YY**

- **MM/DD/YY**
- **MMM DD**
- **DD MMM YYYY**
- **WWW DD MMM**
- **DD MMM**
- **DD.MM.YYYY**

→	**Note:** The date and date format you configure display on the phone's idle screen.

4. Click `Save Settings` to save your changes.

Language

The IP phones support several different languages. You can have the IP Phone UI and the Aastra Web UI display in a specific language as required. When you set the language to use, all of the display screens (menus, services, options, configuration parameters, etc.) display in that language. The IP phones support the following languages:

- English (default)
- French
- Spanish
- German
- Italian

Specifying the Language to Use

Once the language pack(s) are available on your phone from your System Administrator, you can specify which language to use on the phone and/or the 8x8 Web Phone UI.

→	**Note:** All languages may not be available for selection. The available languages are dependent on the language packs currently loaded to the IP phone.

📞 **8x8 IP Phone UI**

Use the following procedure to specify which language to use for the IP Phone UI.

1. Press ⬚ Options on the phone to enter the Options List.

2. Select **Language** and press **Enter**. The language setting displays a check mark indicating this is the current language on the IP Phone.

3. Using the ▲ and ▼ keys, scroll through the languages. Valid values are: **English (English)**, **Français (French)**, **Español (Spanish)**, **Deutsch (German)**, or **Italiano (Italian)**. Default is **English**.

4. Press **Set** to set the language on the phone. The change is dynamic. When you exit the Options Menu, the phone displays all menu items in the language you selected.

⊙ 8x8 Web Phone UI

→ **Note:** You must have the language pack(s) already loaded to your phone in order to use them. For more information about loading language packs, see your System Administrator.

---

1. Click on **Basic Settings->Preferences->Language Settings**.

```
Status
   System Information            Preferences
Operation
   User Password
   Phone Lock                    Language Settings
   Programmable Keys             Webpage Language              English ▾
   Directory
   Reset
Basic Settings
   Preferences
   Call Forward
```

2. In the **Webpage Language** field, select a language to apply to the 8x8 Web Phone UI. The IP phone supports the following languages:
English (default)
French
Spanish
German
Italian

→ **Note:** All languages may not be available for selection. The available languages are dependent on the language packs currently loaded to the IP phone by your System Administrator. English is the default language and cannot be changed or removed.

---

3. Click `Save Settings` to save your settings. The change is global. The 8x8 Web Phone UI displays all screens in the language you selected.

User Password

This category allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings, and helps keep your system secure. You can change your user password using the IP Phone UI or the 8x8 Web Phone UI.

If you change the password	Then you need to:
Using the IP Phone UI,	Use that new password to log into the 8x8 Web Phone UI.
Using the 8x8 Web Phone UI,	Use that new password when changing the user password via the IP Phone UI.

Note: Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

Setting a User Password
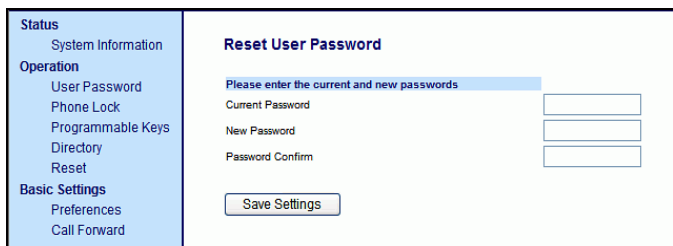
8x8 IP Phone UI

1. Press [Options] on the phone to enter the Options List.
2. Select **User Password** and press **Enter**.
3. At the **Current Password** prompt, enter the current user password and press **Enter**.
4. At the **New Password** prompt, enter the new user password and press **Enter**.
5. At the **Enter Again** prompt, re-enter the new user password and press **Enter**. A message, **Password Changed** displays on the screen.

8x8 Web Phone UI

1. Click on **Operation->User Password**.

Status		
System Information	**Reset User Password**	
Operation		
User Password	**Please enter the current and new passwords**	
Phone Lock	Current Password	
Programmable Keys	New Password	
Directory	Password Confirm	
Reset		
Basic Settings	Save Settings	
Preferences		
Call Forward		

2. In the **Current Password** field, enter the current user password.

| → | **Note:** By default, the user name is "user" (all lowercase) and the password field is left blank. |

3. In the **New Password** field, enter the new user password.

4. In the **Password Confirm** field, enter the new user password again.

5. Click [Save Settings] to save your changes.

Resetting a User Password

If you forget your password, you can reset it and enter a new password. The reset user password feature resets the password to the factory default which is blank (no password).

You can reset a user password using the 8x8 Web Phone UI only.

| → | **Note:** Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank). |
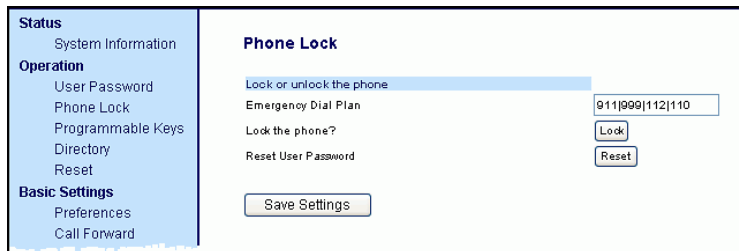
Reset a User Password

Use the following procedure to reset a user password.

🌀 **8x8 Web Phone UI**

1. Click on **Operation->Phone Lock**.

2. In the **Reset User Password** field, click [Reset] . The following
   screen displays.

3. Leave the **Current Password** blank.
4. Enter a new password in the **New Password** field.
5. Re-enter your new password in the **Password Confirm**.
6. Click [Save Settings] to save your settings.

Restarting your phone

You may want to restart your phone to check for updates for your phone on the
server. You may occasionally need to restart your phone to set changes or
updates to your phone or network settings.   You may also need to restart your
phone if you have been asked to do so by your System Administrator, or should
you experience any unexpected behavior.

8x8 IP Phone UI

---

1. Press the [Options] button on the phone to enter the Options List.
2. Select **Restart Phone**.
3. Press # to confirm the restart of the phone. If you do not wish to restart your
   phone, press the 3 key to cancel.

→ Note: Your phone is out of service temporarily during the restart and down-
   loading process.

Customizing Your Phone

1. Click on **Operation->Reset**.

Status	
System Information	**Reset**
Operation	
User Password	Phone
Phone Lock	Restart Phone
Programmable Keys	
Directory	
Reset	
Basic Settings	
Preferences	
Call Forward	

Restart Phone — [Restart]
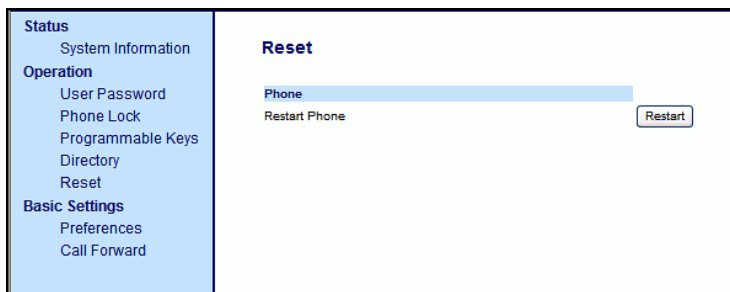
2. Click [Restart].

3. Click **OK** at the confirmation prompt.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- At the path **Options->Phone Lock** on the IP Phone UI.
- At the path **Operations->Phone Lock** on the 8x8 Web Phone UI.
- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see "Phone Lock Key" on page 50.

In the 8x8 Web Phone UI, the **Operation->Phone Lock** path also allows you to perform the following:

- Reset a user password. Clicking the **Reset** button in the **Reset User Password** field displays a screen that allows you to enter and save a new user password.
- Set an emergency dial plan. An emergency dial plan is 911.

The following procedures describe locking the phone, setting an emergency dial plan, and resetting the user password.

Locking/Unlocking a Phone

Use the following procedures to lock an IP phone and prevent it from being used or configured.

📞 8x8 IP Phone UI

Lock the Phone

1. Press `[Options]` on the phone to enter the Options List.
2. Select **Phone Lock** and press **Enter**.
3. At the **Lock the phone?** prompt, press **Lock**. The message **Phone is locked** displays.
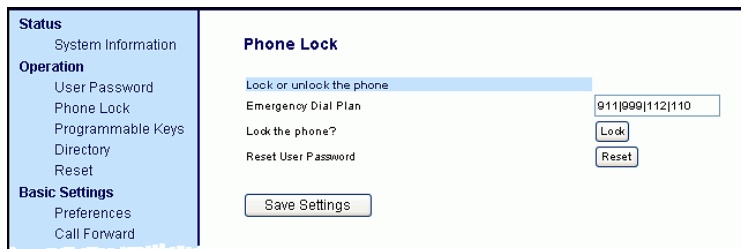
Unlock the Phone

1. Press `[Options]` on the phone to enter the Options List.
2. At the prompt, **Password**:, enter your user password and press **Enter**. The phone unlocks.

🌐 8x8 Web Phone UI

---

1. Click on **Operation->Phone Lock**.

Status		
System Information	**Phone Lock**	
Operation		
User Password	Lock or unlock the phone	
Phone Lock	Emergency Dial Plan	911|999|112|110
Programmable Keys	Lock the phone?	[Lock]
Directory	Reset User Password	[Reset]
Reset		
Basic Settings	[Save Settings]	
Preferences		
Call Forward		

Lock the Phone

2. In the **Lock the Phone?** field, click [Lock].
   The phone locks dynamically and displays the following message:
   Phone is locked.

Unlock the Phone

3. Click on **Operation->Phone Lock**.

4. In the **Unlock the Phone?** field, click [Unlock].
   The phone unlocks dynamically and displays the following message:
   Phone is unlocked.

Defining an Emergency Dial Plan

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the digits to dial on the IP phone for contacting emergency services. Once you specify the emergency number(s) on the phone, you can dial those numbers directly on the dialpad when required and the phone automatically dials to those emergency services.

The following table describes the default emergency numbers on the IP phones.

Emergency Number	Description
9911	A United States emergency number

You can set the emergency dial plan using the 8x8 Web Phone UI.

Define an Emergency Dial Plan

Use the following procedure to specify the numbers to use on your phone for dialing emergency services in your area.

🌐 8x8 Web Phone UI

1. Click on **Operation->Phone Lock**.

2. In the "**Emergency Dial Plan**" field, enter the 3-digit number used in your local area to contact emergency services. For example:

   9911|

   Default for this field is **9911**.

3. Click [Save Settings] to save the emergency dial plan to your phone.

For settings more advanced options, see "Additional Features" on page 90.

Line Keys and Programmable Keys

This section describes the Multiple Line/Call Appearance Keys (L1, L2, and L3) and the customizable programmable keys located at the top left on the phone.

Programmable Keys

Multiple Line/
Call Appearance
Keys
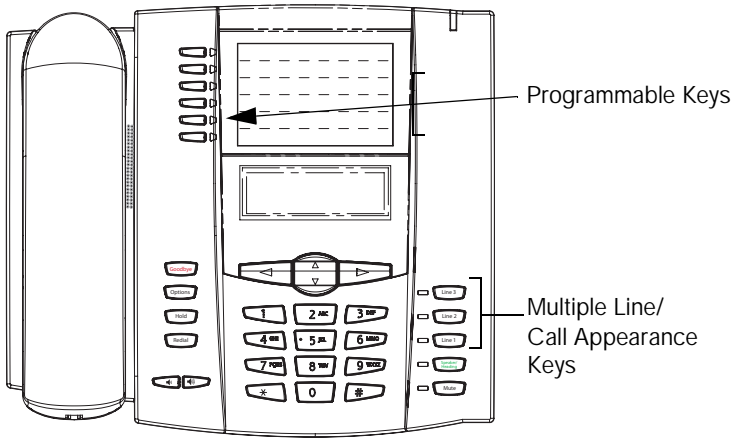
Multiple Line and Call Appearance Keys

The 6753i has 3 hard line/call appearance keys each with a corresponding status light.

These line/call appearance buttons and lights can represent physical lines, calls for your extension or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

Line/Call Appearance Light Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

When you have more than one call, you can use the left and right navigation buttons ◄ and ► to scroll left and right to the different call information screen. Icons ◄ and ► appear if there is call information either left, right or on both sides of the current information you are viewing.

Line Keys and Programmable Keys

The display shows which line the call information is referring to (L1, L2, or L3), the Caller ID information (name and number, if available), the call status (**Connected**, **Ring, Hold**, etc.) and the timer specific to that call.

To configure shared line appearance, please log in to your account at www.8x8.com.

Programmable Keys

There are six function keys on the 6753i phone, 4 of which are programmable, located to the left of the paper label.

Programmable Keys
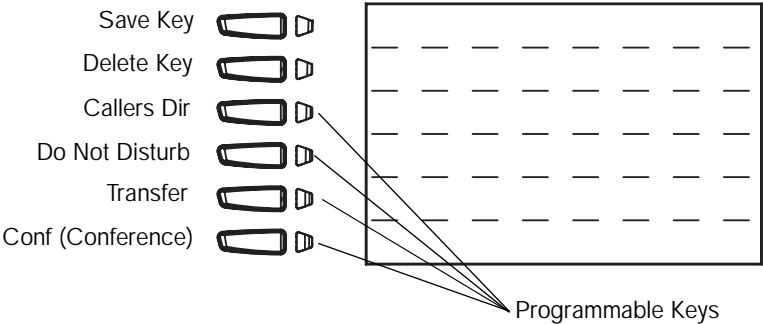
→ **Note:** If a 536EM Expansion Module is attached to the phone, you can configure 36 additional keys on each Expansion Module (Phone allows up to 3 expansion modules totaling up to 108 additional soft-keys). For more information about expansion modules, see "Model 536EM Expansion Module" on page 107.

You can use the 8x8 Web Phone UI only, to configure key functions. The following table lists the functions you can set on the programmable keys and provides a description for each function. Function changes made directly from your IP Phone will override the settings stored within online account management page in the 8x8 Self Service Portal.

Key Function	Description
None	Indicates no setting for the key.
Line	Indicates the key is configured for line use.
Speeddial	Indicates the key is configured for speeddial use. You can also configure a prefix for a speeddial number.
Do Not Disturb	Indicates the key is configured for "Do Not Disturb" on the phone.
Busy Lamp Field (BLF)	Indicates the key is configured for Busy Lamp Field (BLF) use. User can dial out on a BLF configured key. (Maximum of 50 BLFs allowed on 536M Expansion Module.)

Key Function	Description
XML	Indicates the key is configured to accept an XML application for accessing customized XML services. You can also specify an XML key URL for this option.
Flash	Indicates the key is set to generate a flash event when it is pressed on the 6753i. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).
Callers List (Key 3 by Default)	Indicates the key is configured to access the Directory List.
DND (Do Not Disturb) (Key 4 by Default)	Indicates the key is configured to access the Callers List.
Transfer (Key 5 by Default)	Indicates the key is configured as a Transfer key (Xfer) for transferring calls.
Conference (Key 6 by Default)	Indicates the key is configured as a Conference key (Conf).
Intercom	Indicates the key is configured to be used for intercom calls.
Phone Lock	Indicates the key is configured as a phone lock key, allowing you to press this key to lock/unlock the phone.

Programmable keys can also be set up to quickly access features such as Do Not Disturb (DND) or Voicemail.

Line Key

You can set a programmable key to act as a line/call appearance key on the 6753i. The programmable key acts as a line that behaves the same as a hard line key (L1, L2, and L3). For more information about the behavior of line keys, see "Multiple Line and Call Appearance Keys" on

You use the 8x8 Web Phone UI to set a programmable key as a line.

Configuring a Line Key

🌏 **8x8 Web Phone UI**

Use the following procedure to set a programmable key to function as a line.

1. Click on **Operation->Programmable Keys**.
   or

Click on **Operation->Expansion Module <N>**.

Status			
System Information	**Programmable Keys Configuration**		
Operation			
User Password	**Key**	**Type**	**Value**	**Line**
Phone Lock	1	Save		global
Programmable Keys	2	Delete		global
Directory	3	Callers List		1
Reset	4	DND		1
Basic Settings	5	Transfer		global
Preferences	6	Conference		global
Call Forward				
	Services		
	BLF List URI:		
	Save Settings		

2. Select from **"Key 3"** through "**Key 6**".

3. In the **Hard Key** field, select **Line** to apply to the programmable key.

4. In the **Line** field, select a line for which to apply this programmable hard key. Valid values are **4** through **9**.

5. Click [Save Settings] to save your changes.

Speeddial Key

The normal function of the speeddial option allows you to dial a number quickly by pressing a programmable key configured for speeddialing. You can program the keys on the 6753i to speeddial outside numbers, dial directly to another person's line or extension, or set up to quickly access features such as Do Not Disturb (DND) and Voicemail.

The speeddial function can be set using the IP Phone UI or the 8x8 Web Phone UI.

> **→**
>
> **Note:** You can use a speeddial key while on an active call by placing the active call on hold first, and then pressing the speeddial key.

Speeddial Prefix

The speeddial feature also allows you to specify a preset string of numbers followed by a "+" that the phone dials automatically after pressing the speeddial key. You can use this feature for numbers that contain long prefixes.

For example, if you had the following speeddial configuration in the 8x8 Web Phone UI:

Key 1

```
Type=speeddial
Label=Europe Office
Value=1234567+
Line=2
```

then, after you press **key** 1 on the phone, the prefix number displays on the phone screen. The phone proceeds to dial the prefix number automatically and pauses for you to enter the remaining phone number using the keypad on the phone.

You can save up to 7 speeddial numbers on the 6753i.

Use the following procedures to set speeddial on the 6753i IP phone.

Creating a Speeddial Key Using the Programmable Keys

🕾 **IP Phone UI**

Pressing and holding down a programmable key on the phone initiates a speeddial feature.

➡️   **Note:** When creating a speeddial key from the IP Phone UI, you must select a programmable key that has no preassigned function (key must be set to **None**).

---

1. Press a programmable key or a number key on the keypad for 3 seconds. A screen displays with the prompt, **Enter number>**.

2. Enter a phone number or extension to assign to that speeddial key. The following example illustrates the screen display:
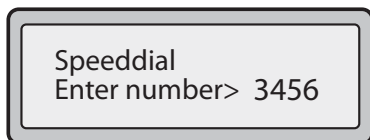
> Speeddial
> Enter number> 3456

After entering the number, the prompt, **Use Save to end** displays on the screen.

> 3456
>
> Use Save to end

3. Press **Save** to save the number as a speeddial key. By default, the phone automatically assigns the speeddial key to line 1 if available. To select a different line, press the **Change** softkey and select a different line, or use the phone's keypad to select a number (1-9), or use the ▲ and ▼ to make your selection.

> Line: 1
> ▲▼ Change
> Use Save to end

4. Press **Save** to save the speeddial key to the line specified.

| → | **Note:** Use the 8x8 Web Phone UI to edit or delete this speeddial key. |

Creating a Speeddial Key Using the Save Key

📞 **IP Phone UI**

Use the following procedure to create a speeddial key using the **Save** key. Use the following illustration for reference.
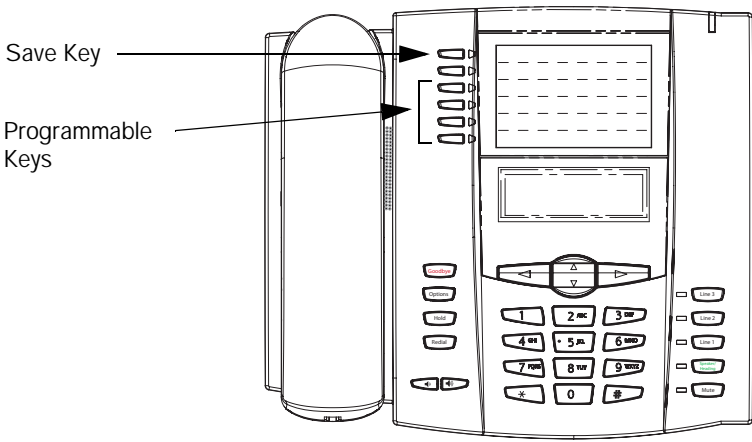
1. Press the **Save** key. The screen displays **Save to?**
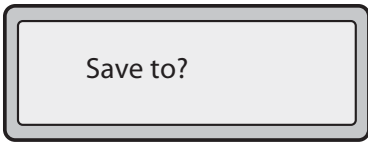
Save to?

2. Select a Programmable key you want to save to.
3. At the **Enter Number** prompt, use the dialpad key to enter the number.

Enter Number >
5553491234
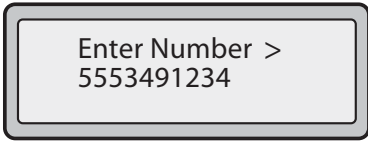
4. Press the **Save** key to save the speeddial configuration.
5. At the **Enter Name** prompt, use the dialpad keys to select the letters. Continue to press the number key to access the next letter for that key (i.e. press **2**

three times to access **C**). Press 4 to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press 4. To backspace and erase a mistake, press 3 or the **Delete** key. You can save up to 16 letters and numbers on each programmable key entry.

```
Enter Name  >
John Smith
```

6. Press the **Save** key to finish.

```
Saved Memory key
5553491234
```

Creating a Speeddial Key Using the 8x8 Web Phone UI

☏ **8x8 Web Phone UI**

1. Click on **Operation->Programmable Keys.**
   or
   Click on **Operation->Expansion Module <N>.**

2. Select from **Key 3** through **Key 6**.
3. In the **Hard Key** field, select **Speeddial** to apply to the programmable key.
4. In the **Value** field, enter the phone number, extension, or speeddial prefix to apply to this hard key. If you enter a speeddial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
5. In the **Line** field, select a line for which to apply the speeddial to. Valid values are **1** through **9**.
6. Click [Save Settings] to save your changes.

Saving an Entry from the Redial, Callers, or Directory Lists to a Speeddial Key

IP Phone UI

Use the following procedure to save an entry from your Directory List, Callers List, or Redial List on the IP phone.

Save Key
*Callers List Key
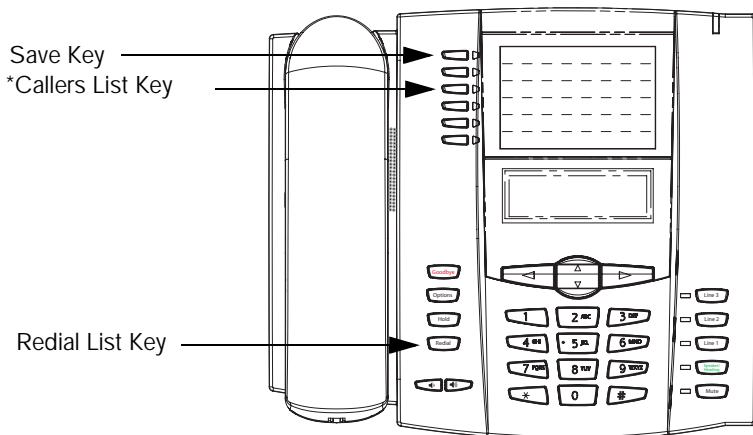
Redial List Key

1. Press the **Callers List**, or **Redial List** key. From the Callers List, or Redial List, scroll through the list to find the name and number that you wish to save to your speeddial.
2. Press the **Save** key.
3. Press the selected speeddial. If the name is displayed with the number, both are saved to the speeddial. If no name is displayed, you can enter the name using the phone's keypad.

*Directory List is not a programmable key by default.

Do Not Disturb (DND) Key

The IP phones have a feature you can enable called "Do Not Disturb (DND). The DND function allows you to turn "Do Not Disturb" ON and OFF.

> **Note:** Key 3 is set as DND key by default.

If DND is ON, callers hear a busy signal or a message, depending on how your System Administrator set up the configuration server. The second line on the screen shows when DND is set.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

You can set DND on the programmable keys using the 8x8 Web Phone UI or by logging into your 8x8 Self Service Portal. DND is not configurable from the IP phone UI.

Configuring a Do Not Disturb (DND) Key

🌐 **8x8 Web Phone UI**

---

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.

Status
System Information
Operation
User Password
Phone Lock
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Programmable Keys Configuration

Key	Type	Value	Line
1	Save		global
2	Delete		global
3	Callers List		1
4	DND		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

[Save Settings]

2. Select a **"Key 3"** through "**Key 6**".

3. In the "**Hard Key**" field, select **do not disturb** to apply to the programmable key.

4. Click [Save Settings] to save your changes.

Flash Key

You can set a programmable key to generate a flash event when it is pressed on the 6753i. You do this by setting the programmable key to "**flash**". The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Configuring a Flash Key

🌐 **8x8 Web Phone UI**

---

1. Click on **Operation->Programmable Keys**.

Status
System Information
Operation
User Password
Phone Lock
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Programmable Keys Configuration

Key	Type	Value	Line
1	Save		global
2	Delete		global
3	Callers List		1
4	DND		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

[Save Settings]

2. Select a **"Key 3"** through "**Key 6**".

3. In the "**Hard Key**" field, select **flash**.

4. Click [Save Settings] to save your changes.

Phonebook Key

By default, the 6753i has no soft key configured for phone book key. However, using the 8x8 Web Phone UI, you can assign the Directory key to another available key if required (Key 3 through Key 6).
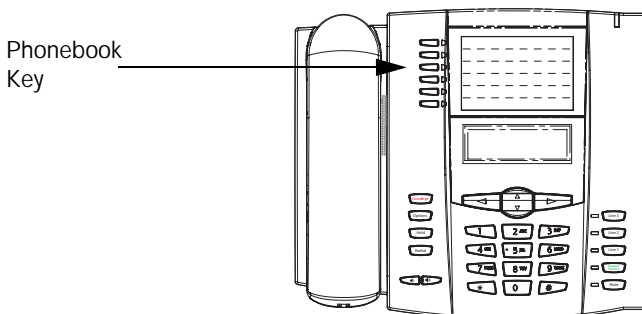
Phonebook
Key

The **Phonebook List** feature allows you to store frequently used names and numbers on the phone. You can also dial directly from a directory entry.

You can use the Phonebook key to access a Directory List which contains a customized list of names with phone numbers and labels.

In addition to creating a Phonebook key, you can also download a Directory List to your PC if required using the 8x8 Web Phone UI.

Reference

For more information about the Directory List, see

Configuring a Directory Key

🌐 **8x8 Web Phone UI**

Use the following procedure to configure a Directory key on the 6753i phone.

1. Click on **Operation->Programmable Key**.
   or
   Click on **Operation->Extension Module <N>**.

2. Select from "**Key 3**" through "**Key 6**".

3. In the **Type** field, select **Directory**.

4. Click [Save Settings] to save your changes.

Callers List Key

By default, the 6753i has a Callers List key configured on Key 3. However, using the 8x8 Web Phone UI, you can assign the Callers List key to another available key if required (Key 3 through Key 6).
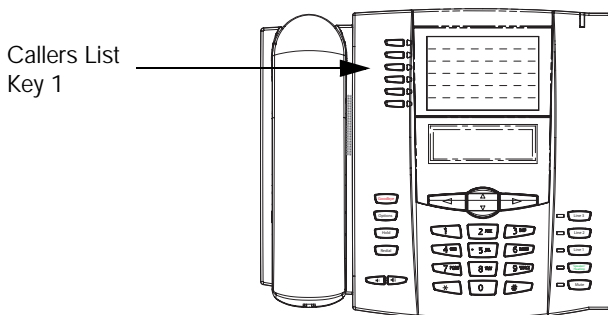
Callers List
Key 1

The Callers List is a stored log of your incoming calls. You can use the Callers List key to access a list of callers that called your phone.

Reference

For more information about the Callers List, see "Callers List" on .

Line Keys and Programmable Keys

🌀 **8x8 Web Phone UI**

Use the following procedure to configure a Callers List key on the 6753i phone.

> ➡ **Note:** Key 3 is set as Call Forwarding key by default.

---

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Extension Module <N>**.

2. Select from "**Key 3**" through "**Key 6**".

3. In the **Type** field, select **Callers List**.

4. Click ⌗Save Settings⌗ to save your changes.

Transfer Key

By default, the 6753i has a Transfer key configured on Key 5. However, using the 8x8 Web Phone UI, you can assign the Transfer key to another available key if required (Key 3 through Key 6).
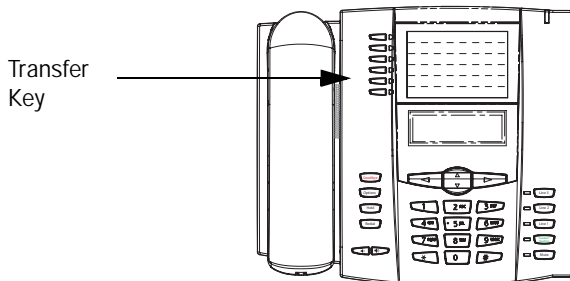
Transfer
Key

The Transfer key allows you to perform blind or consultative call transfers to other recipients. The blind transfer feature transfers a call to another number without you having to talk to the recipient. A consultative transfer feature transfers a call to another number but allows you to speak with the recipient before the call is actually transferred.

Reference

For more information about using blind and consultative call transfers, see "Transferring Calls" on .

Configuring a Transfer Key

🌐 8x8 Web Phone UI

Use the following procedure to configure a Transfer key on the 6753i phone.

➡	**Note:** Key 5 is set as Transfer key by default.

---

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Extension Module <N>**.

2. Select from "**Key 3**" through "**Key 6**".

3. In the **Type** field, select **Transfer**.

4. Click [Save Settings] to save your changes.

Conference Key

By default, the 6753i has a Conference key configured on Key 6. However, using the 8x8 Web Phone UI, you can assign the Conference key to another available key if required (Key 3 through Key 6).

Conference
Key
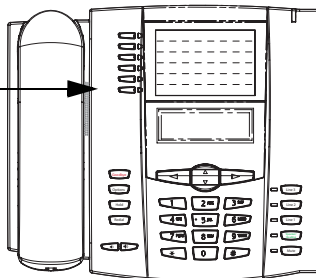
The Conference key allows you to link three active calls into a single conference (Local Conferencing). This key also helps to create multiple conferences with unlimited participants on your phone if your System Administrator has enabled Centralized Conferencing on your phone.

Line Keys and Programmable Keys

Reference

For more information about Local and Centralized Conferencing, see "Conferencing Calls" on page 61.

Configuring a Conference Key

🌀 **8x8 Web Phone UI**

Use the following procedure to configure a Conference key on the 6753i phone.

➡️ **Note:** Key 6 is set as a Conference key by default.

---

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Extension Module <N>**.

2. Select from "**Key 3**" through "**Key 6**".

3. In the "**Type**" field, select **Conference**.

4. Click [Save Settings] to save your changes.

Intercom Key

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Intercom key on your phone. For more information about changing the behavior of incoming Intercom calls, see the section "Incoming Intercom Call Features" on page 102.

Your System Administrator can enable outgoing intercom calls on your phone. If enabled, you must configure an Intercom key on your phone to use for outgoing intercom calls.You must configure a programmable key with the function, **Intercom**.

Use the following procedure to configure a programmable key as an Intercom key using the 8x8 Web Phone UI.

Configuring an Intercom Key

🌐 **8x8 Web Phone UI**

---

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.

Status				
System Information	**Programmable Keys Configuration**			
Operation				
User Password	**Key**	**Type**	**Value**	**Line**
Phone Lock	1	Save		global
Programmable Keys	2	Delete		global
Directory	3	Directory		1
Reset	4	Callers List		1
Basic Settings	5	Transfer		global
Preferences	6	Intercom		global
Call Forward				
	Services			
	BLF List URI:			
	[Save Settings]			

2. Select from "**Key 3**" through "**Key 6**".

3. In the **Type** field, select **Intercom** from the list of options.

4. Click [Save Settings] to save your changes.

Using the Icom Key (for Outgoing Intercom Calls)

📞 **IP Phone UI**

---

1. Press the **Intercom** key.

2. Enter the extension number of the person you want to intercom for that extension.

3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.

4. To cancel intercom, press ⌐Goodbye⌐ or hang up the handset.

5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing ⌐Goodbye⌐ or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

Reference

For more information about incoming intercom calls, see

Line Keys and Programmable Keys

None Key

You can set a key to force a blank entry on the IP phone display for a specific key. You do this by setting the key to "**none**". If a particular key is not defined, it is ignored.

Setting a None Key

🌐 **8x8 Web Phone UI**

Use the following procedure to configure a None key on the 6753i IP Phone.

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.

Status	**Programmable Keys Configuration**		
System Information			
Operation			
User Password	**Key**	**Type**	**Value**	**Line**
Phone Lock	1	Save		global
Programmable Keys	2	Delete		global
Directory	3	Directory		1
Reset	4	Callers List		1
Basic Settings	5	Transfer		global
Preferences	6	Intercom		global
Call Forward				
	Services		
	BLF List URI:		
	Save Settings		

2. Select from "**Key 3**" through "**Key 6**".

3. In the **Type** field, select **None**.

4. Click [Save Settings] to save your changes.

Phone Lock Key

You can configure a programmable key on the phone to use as a lock/unlock key. You assign the function of the key as "**Phone Lock**".

Use the following procedure to configure a programmable key as a lock/unlock key in the 8x8 Web Phone UI.

Configuring a Phone Lock Key

🌐 **8x8 Web Phone UI**

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.

2. Select from "**Key 3**" through "**Key 6**".

3. In the **Type** field, select **Phone Lock** from the list of options.

4. Click [Save Settings] to save your changes.

| → | **Note:** You can lock/unlock the phone using the new key you just config-ured, using the 8x8 Web Phone UI at the path **Operation**->**Phone-Lock**, or using the "**Phone Lock**" option on the IP Phone UI at the path **Options**->**Phone Lock**. For more information about using the lock/unlock feature, see "Phone Lock" on page 32. |

Using the Lock/Unlock Key on the IP Phone

After configuring a programmable key as a lock/unlock key, refer to the following procedure to use the key on the IP phone.

📞 **IP Phone UI**

Lock the Phone

1. Press the **Lock** programmable key. The phone locks. The LED for the programmable key AND the Message Waiting Lamp illuminate steady ON. An **Unlock** label appears next to the programmable key you just pressed.

Unlock the Phone

1. Press the **Unlock** programmable key. A password prompt displays.
2. Enter your user password and press **ENTER**. The phone unlocks. The LED for the programmable key AND the Message Waiting Lamp go OFF. The "**Lock**" label appears next to the programmable key you just pressed.

Deleting a Key

🌐 8x8 Web Phone UI

Use the following procedure to delete a programmable key function using the 8x8 Web Phone UI.

1. Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.

Status				
System Information	**Programmable Keys Configuration**			
Operation				
User Password	Key	Type	Value	Line
Phone Lock	1	Save		global
Programmable Keys	2	Delete		global
Directory	3	Callers List		1
Reset	4	DND		1
Basic Settings	5	Transfer		global
Preferences	6	Conference		global
Call Forward				

Services
BLF List URI:

[Save Settings]

2. Select from "**Key 3**" through "**Key 6**".

3. In the "**Type**" field, select **none** from the list of options.

4. Click [Save Settings] to save your changes.

The programmable function is deleted from the IP phone memory.

Making Calls

This section describes ways to make calls on your 6753i phone, using your handset, speakerphone or headset.

Dialing a Number

First, take the phone off-hook by:

- lifting the handset

- pressing [Speaker/Headset] or

- pressing a line/call appearance button.

At the dial tone, enter the number you wish to call.

→	**Note:** After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the "#" key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

```
(_ ')_


                              ▶=Dial
```
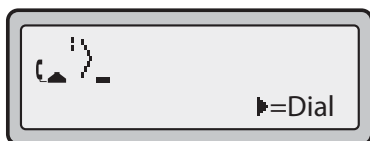
When your party picks up, a timer appears on your display that records the length of your call.

If the Live DialPad option is on, as soon as you press the first digit on the dialpad the phone automatically selects the next available line, go off-hook and dial as digits are pressed.

To Call an Outside Number

Pick up the phone or press [Speaker/Headset]. Dial 9 and then the number (7-digit if in same area code, or 9+1+area code+number).

> [→] **Note:** You will not hear a dial tone after pressing "9" when making an outside call.

To Call Another Extension

Pick up the phone or press [Speaker/Headset]. Dial the extension number.

Making a Call

1. Pick up the Handset, or press the [Speaker/Headset] button and listen for a dial tone.
2. Using the keypad, dial the desired telephone number. The number you are dialing will appear on the display as you dial. When making a call or talking on the phone, the "In Use" light will light up indicating the phone is in use. This light will also be lit whenever another phone on the same phone line is in use.

Receiving a Call

1. When you hear the phone ring, simply pick up the handset from the handset cradle.   You may also press the [Speaker/Headset] button to answer the call to enable the speakerphone. Press the [Speaker/Headset] button to answer using headset, or [Answer] softkey.

When you are finished talking, replace the handset in the handset cradle to end the call.   If you have been talking using the speakerphone, press the [Speaker/Headset] button to hang up. You may press the [Goodbye] button to hang up at any time.

Making Calls

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see "Set Audio" on page 22.

IP Phone UI

- To dial using handsfree, first press ⬚ Speaker/Headset and enter a number at the dial tone.

- To answer a call on your phone using handsfree, press ⬚ Speaker/Headset or the line/call appearance button.

- If you are in Speaker audio mode, lift the handset and press ⬚ Speaker/Headset to switch between handsfree and handset.

- If you are in Speaker/headset audio mode, press ⬚ Speaker/Headset to switch between handsfree and headset.

- When the handset is on hook, press ⬚ Goodbye to disconnect the call.

When handsfree is on, the speaker light turns on.

Using a Headset

The 6753i accepts headsets through the modular RJ9 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset, or go to www.8x8.com.

→ **Note:** Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Mic

On the 6753i, there are 3 options for the headset microphone volume. For more information about the headset microphone, see "Headset Mic Volume" on page 23.

IP Phone UI

To change the volume:

1. Press ⬚ Options to enter the Options list.
2. Select **Preferences**.
3. Use ▼ to scroll down to **Set Audio** and press ▶ to select.

4. Press ▼ to scroll down to **Headset/Mic Volume** and press ▶ to select.

5. Use ▼ to scroll down the list and press ▶ to select your desired volume.

6. Press ▶ to save changes and ◀ to exit.

7. If you do not wish to save changes, press ◀ to return to the previous screen.

➡ **Note:** By default, the volume for the headset microphone is set to medium.

Making and Receiving Calls Using a Headset

IP Phone UI

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Preferences->Set Audio->Audio Mode on the IP Phone)**.

2. Plug the headset into the jack.

3. Press the ⌨ Speaker/Headset key to obtain a dial tone or to answer an incoming call.

   Depending on the audio mode selected from the options menu, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.

4. Press the ⌨ Goodbye key to end the call.

Redial

IP Phone UI

- Press ⌨ Redial to dial the most recent number you dialed from the phone.

- If you are off-hook and press ⌨ Redial, the last number you called is called back.

- If you are on-hook and press ⌨ Redial, a **Redial Directory** list appears on-screen.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

➡ **Note:** Your System Administrator can set your Redial key to speeddial a specific number. Contact your System Administrator for more information.

Making Calls

Accessing the Redial List

📞 **IP Phone UI**

---

1. If you are off-hook and press [Redial], the telephone automatically dials the last number you called.

2. If you are not on the phone, press [Redial] to display the most recently dialed number and use ▼ and ▲ to scroll through the list to view the other numbers.

3. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.

4. To dial the displayed number press [Speaker/ Headset], or lift the Handset or press any line key.

5. Press [Goodbye] or the [Redial] key to cancel.

➡️ **Note:** The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Deleting from the Redial List

➡️ **Note:** You cannot delete individual entries in the Redial List.

📞 **IP Phone UI**

Delete All Items

1. Press [Redial].

2. Press the **Delete** Key, then press the **Delete** Key again at the prompt to erase all items.

```
DELETE again to
erase all items
```

```
Redial List is
empty
```

Mute

You can use the **Mute** [Mute] key to mute the handset, headset, or

speakerphone. When you use the **Mute** key on your phone, you cannot be heard
on an active call or on a conference.

When a call is muted, the icon displays as follows.

```
1         John Burns
          9054550055    ▼
             03:00
```
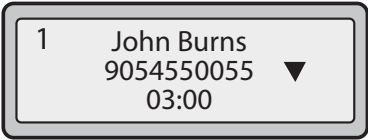
For muted calls, the handsfree LED flashes and the **Mute** key LED is ON.

[IP Phone UI]

Press the [Mute] button at any time to mute handset, headset, or handsfree.

The speaker light flashes slowly and you can hear the caller, but they cannot hear

you. To switch mute on or off, press [Mute].

→	**Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Receiving Calls

When a call is ringing at your extension, you see the "**Inbound Call**" Screen. The
line/call appearance light flashes quickly for the incoming call.

```
       ⁞ Laflamme & Assoc
  ☎⁾  555-1234
```

Receiving Calls

Answering an Incoming Call

📞 IP Phone UI

To answer the call

- For handsfree operation, press 🔲 **Speaker/Headset** or the line/call appearance button for the incoming call.

- Press 🔲 **Speaker/Headset** for handsfree or headset operation.

> ➡️ **Note:** The audio mode setting you have selected in the options list under **Set Audio->Audio Mode** determines if the call goes to handsfree or headset operation. For more information, see "Set Audio" on page 22.

- Lift the handset for handset operation.

If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the **line/call** appearance button for that call.

If you cannot answer the call, the caller automatically goes to voicemail.

> ➡️ **Note:** The 🔲 **Goodbye** button can be used to cancel the call pickup procedure.

Handling Calls

When you are connected to a call, you can use the hard keys or programmable keys on the phone to place a call on hold, transfer a call, or conference.

Placing a Call on Hold

You can place an active call on hold by pressing the Hold 🔲 **Hold** key. When you place a call on hold, only your phone can retrieve the call.

When a call is on hold, the icon displays on-hook as follows.

```
1        Call held
         03:05
```
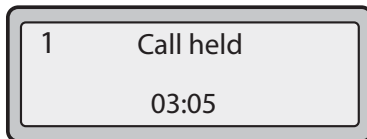
For on-hold calls, the timer display begins and the Line and main LEDs flash.

To place a call on hold

1. Connect to the call (if not already connected).

2. Press the Hold ⬚ Hold key.

```
┌─────────────────────────────┐
│ 1    Call held              │
│ ☎                           │
│        00:55                │
└─────────────────────────────┘
```
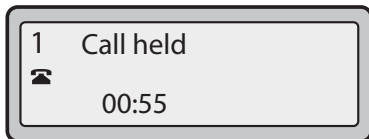
The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays "**Call Held**" with the line number the call is held at the phone.

> **→** **Note:** If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.

```
┌─────────────────────────────┐
│          John 1051          │
│ ℓ▲                          │
│          01:17              │
└─────────────────────────────┘
```
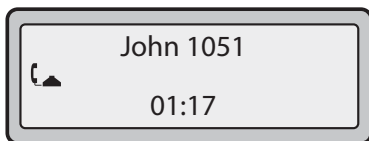
Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held. Press ⬚ Goodbye to disconnect the call.

Retrieving a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing 3 and 4 navigation keys. To reconnect to a call press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you disconnect from the call.

Handling Calls

Transferring Calls

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

IP Phone UI

Use the following procedure to transfer a call to another extension. Use the following illustration as a reference.
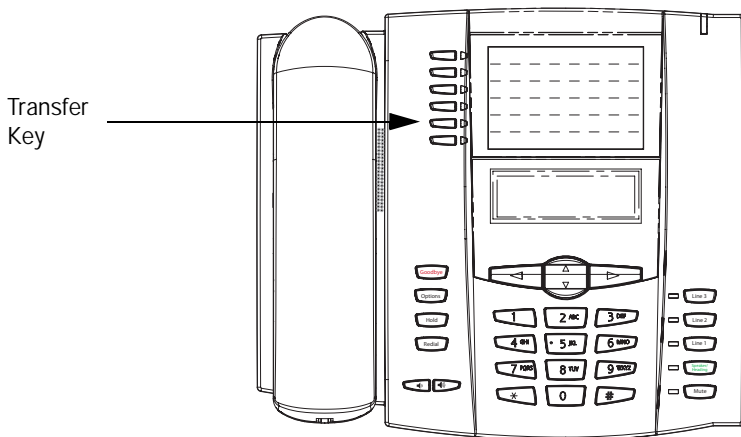
Transfer
Key

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.

2. Press the **Transfer** Key. You should hear a dial tone as a second line opens up.

3. Dial the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.

4. To complete a "blind" transfer, press the **Transfer** Key again before the receiving party answers. To complete a consultative transfer, remain on the line to speak with the Party 2, before pressing the **Transfer** Key again to transfer Party 1 to Party 2. To cancel the transfer, select **Cancel** on the display screen.

Conferencing Calls

The 6753i IP phone offers two methods of conferencing:

   • Local conferencing (default method).

By default, the **Conference** key is Key 6 on your phone. A Conference key must be set up on your phone before you can set up conference calls. To assign a key as a Conference key, see "Conference Key" on page 47.

Conference State Screens

When you use the Conference key to initiate a conference call, the following screen displays.

```
┌─────────────────────────┐
│ 1-1    ▶ John           │
│ 1-2      Jim            │
│          03:05   ▶= Drop│
└─────────────────────────┘
```

In a conference call, the call timer moves to the left. You use the up and down arrow keys to scroll to a party on the list. You use the right arrow key to select the party to drop.

Local Conferencing

The 6753i phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conferencing and is the default method of conferencing on the 6753i.

➡️   **Note:** Your System Administrator can set your Conference key to speed-dial a specific number. Contact your System Administrator for more information.

Handling Calls

Using Local Conferencing

IP Phone UI

Use the following procedure to create a conference call using local conferencing. Use the following illustration as a reference.
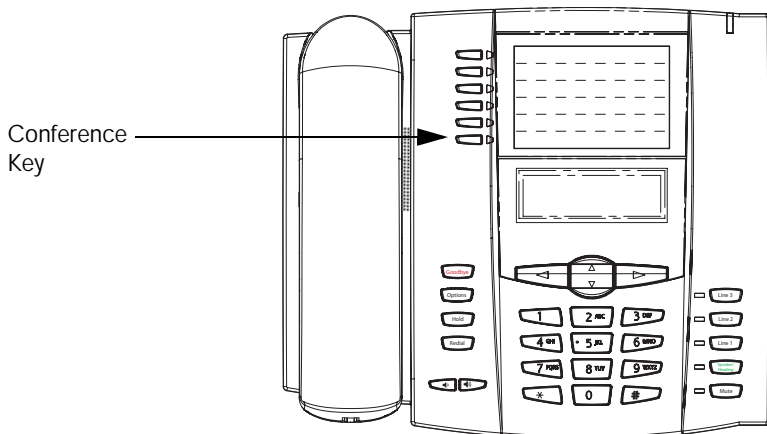
Conference
Key

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the speakerphone key. A line opens up.

2. Call Party 2 by dialing their number (or answer an incoming call of a Party).

3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.

4. Press the **Conf** Key. A new line opens.
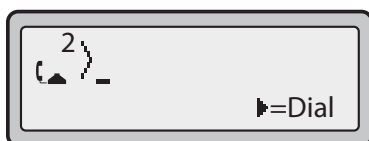
5. Enter the phone number for Party 3.

6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.

7. Press the **Conf** key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.

8. To drop a party from the conference, press the **Conf** key once more.

> **Note:** You can use ▲ and ▼ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing 4 drops the displayed party from the call.

IP Phone UI

1. Begin with active calls on two different lines (for example, Line 1 and Line 2 have active calls).
2. Press the **Line** key for which you want to conference the two calls together (for example, Line 1).
3. Press the **Conf** key.
4. Press the **Line** key that has the second active call (for example, Line 2).
5. Press the **Conf** key. The two active calls link into a conference call on Line 1.

> **Note:** You can use ▲ and ▼ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing 4 drops the displayed party from the call.

Conference Bridge

A key business tool, the conference bridge allows users with an extension and voicemail passwords to schedule and manage conference calls.

Basic functionality includes the ability to create and log into conference bridges. There are also administrator modes that allow calling out and dropping parties from the bridge.

Conference bridge supports up to 20 connected callers. An unlimited number of conference bridges can be in session at the same time.

To Call into a Conference

Internal:

1. Call into the Conference Bridge by pressing **More** then **Conf Bridge** on your phone.
2. Dial **556** from your extension.

External:

1. Call direct DID to Conference Bridge (only if a DID is assigned to Conference Bridge).
2. Call in Auto Attendant and select Menu Option that is assigned to Conference Bridge.* (e.g. Option 4 > Conference Bridge)

> **Note:** Conference Bridge must be configured to one of the Menu Options in the Auto Attendant before accessing from the outside.

Conference Menu Options

Enter a Conference - (Option 1):

Handling Calls

1. Enter your extension then press #.
2. Enter conference ID then press #.
3. Please record first and last name then press #.

Create a Conference - (Option 2):

Enter your extension then press #.

Enter your password then press #. (Voicemail Password)

- Create a conference that expires in 2 weeks press **1**
- Create a non expiring conference press **2**
- Create a conference with a custom expiration date press **3**

Delete Existing Conference - (Option 3):

1. Enter your extension then press #.
2. Enter your password then press #. (Voicemail Password)
3. Enter the conference ID you want to delete then press #.

Ending Calls

IP Phone UI

To end a call, you first need to connect or reconnect to the call if not already

connected (for example, if your caller is on hold). Press `Goodbye` or the line/call appearance button of the active call to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Managing Calls

The 6753i has several features that make it easier to manage calls, and to keep track of your caller history, as well as your business and personal contacts.

These features include:

- Directory List
- Callers List
- Call Forwarding
- Missed Calls Indicator
- Voicemail

Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 6753i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can also dial directly from a Directory entry. Each entry can contain a maximum of 16 letters and numbers. On the 6753i you will need to program this function into your softkey. Currently it is not programmed as your default softkey.

Accessing Your Directory

The Directory Key section assumes that you have programmed the softkey as the directory key.

📞 **IP Phone UI**

Use the following procedure to access your Directory List.

➡️   **Note:** You can use this function only after pre-programming as your softkey.

Press the **Directory** Key. The directory displays the number of entries in your list. If the Directory List is empty, **Directory Empty/Use Save to add** is displayed.

```
Directory empty
Use Save to add
```
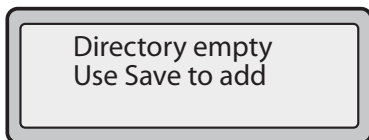
6. You can access entries by pressing ▲ and ▼ to scroll through the list.

7. To search for an entry by name, press the dialpad number corresponding to the first letter of the name (for example, press **7** for the letter **P**). Continue to press the dial pad number to access other letters on the same key (for example, press **7** three times for '**Ron**'). If there are multiple entries under the same letter, you can use ▲ and ▼ to scroll through the list, or continue to press the next letters of the name to find a better match.

8. To dial the displayed number press 🔘 Speaker/Headset or just lift the handset or press any Line Key.

9. Press the **Directory** Key to cancel.

Sorting Entries and Quick Search Feature

You can also sort multiple numbers according to preference and perform a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

➡️   **Note:** The quick-search feature in the Directory List works only when the Directory is first accessed.

Managing Calls

Managing the Directory List

From the Directory List in the IP Phone UI, you can perform the following:

- Add a new entry
- Edit an entry
- Delete an entry
- Save entries to the Directory List
    - Save from the Display
    - Save from the Caller List
    - Save from the Redial List

Adding an Entry to the Directory List

IP Phone UI

→ **Note:** You can use this function only after pre-programming as your softkey.

Use the following procedures to add a new entry to the Directory List. Use the following illustration as a reference.
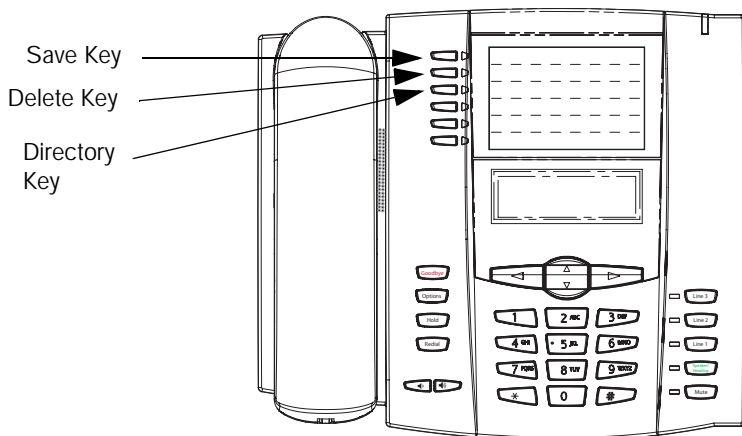
Save Key

Delete Key

Directory Key

→ **Note:**
1. Use the 3 Key when required for backspacing.
2. You can exit the entry process any time by pressing

the `Goodbye` Key.

---

1. Press the **Directory** Key.
2. Press **Save** (Key 1). The "*Enter Number*" prompt displays.
3. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◄ or press the **Delete** Key (Key 2). The "*Press 1st letter to enter name*" prompt displays.

4. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key. The "*Line*" prompt displays. The default is **Line 1**.

5. If you want to save the new Directory entry to use Line 1, press **Save** to save the new entry to the Directory List. If you want the new entry assotiated with a different line, use the ▼ key to select a different Line and press **Save**. The new entry you added is saved to the Directory List.

> Saved: Directory
> John Burns
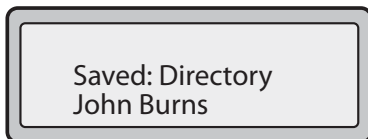
Adding an Entry to the Directory List from the Save Key

You can also add a new entry to the Directory List from the **Save** Key (Key 1).

> ➡ **Note:**
>
> **1.**Use the 3 Key when required for backspacing.
>
> **2.**You can exit the entry process any time by pressing the [Goodbye] Key or the **Directory** Key.

1. Press the **Save** Key. The "**Save to?**" prompt displays.

2. Press the **Directory** Key. The "*Enter Number*" prompt displays.

3. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◀ or press the **Delete** Key (Key 2). The "*Press 1st letter to enter name*" prompt displays.

4. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key. The "*Line*" prompt displays. The default is **Line 1**.

5. If you want to save the new Directory entry to use Line 1, press **Save** to save the new entry to the Directory List. If you want the new entry to use a different line, use the ▼ Key to select a different Line and press **Save**. The new entry you added is saved to the Directory List.

> Saved: Directory
> John Burns
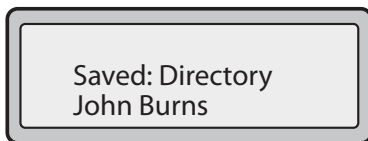
Editing an Entry in the Directory List

Managing Calls

📞 **IP Phone UI**

Use the following procedure to edit an entry in the Directory List. Use the following illustration as a reference.

Save Key
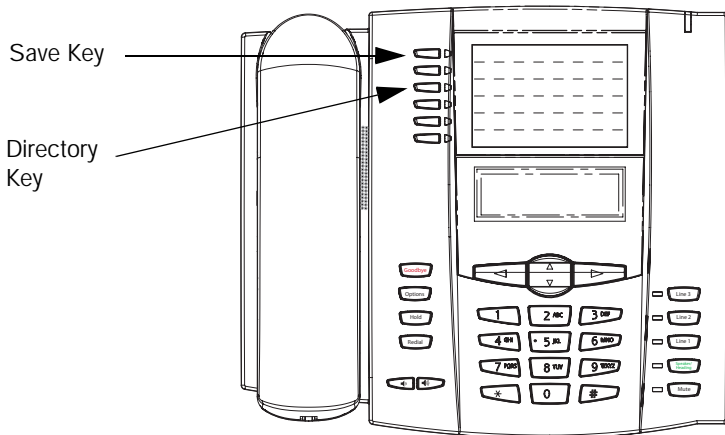
Directory Key

1. Press the **Directory** Key.
2. Access the entry you want to edit by pressing the first letter of the name on the dial pad, or use ▼ and ▲ to scroll through the list to find the name.
3. To begin editing, press ◄. Press ◄ again to erase the numbers or letters to the left or use the dialpad to enter additional digits or characters once you have saved the number. If you don't want to change the number or name just press the **Directory** Key or the Goodbye Key at any time to exit.
4. Press the **Save** Key to finish.

Deleting an Entry from the Directory List

You can delete a single entry from the Directory List, or you can delete all entries from the Directory List.

IP Phone UI

Use the following procedures to delete a single entry or all entries from the Directory List. Use the following illustration as a reference.

Delete Key
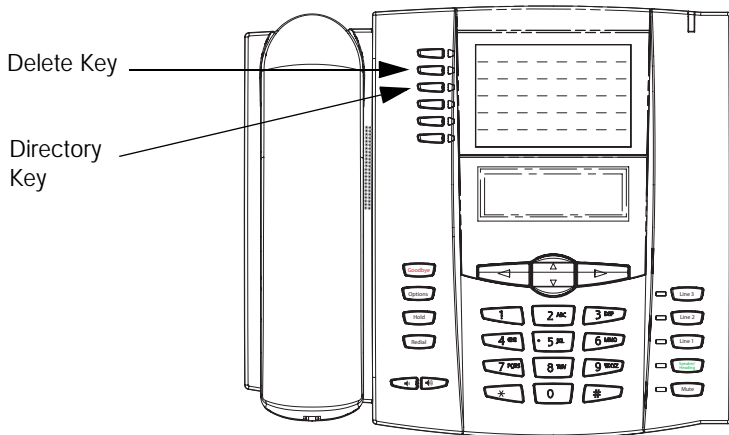
Directory Key

Delete a Single Entry

1. Press the **Directory** Key.
2. Press ▼ and ▲ to find the entry you want to delete.
3. Press the **Delete** Key. The "*DELETE again to erase this item*" prompt displays.

> DELETE again to
> erase this item
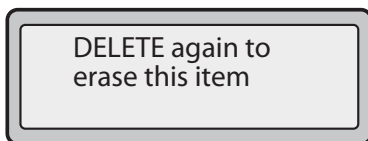
4. Press the **Delete** Key again at the prompt to erase the entry.

Delete All Entries

1. Press the **Directory** Key.
2. Press the **Delete** Key. The "*DELETE again to erase all items*" prompt displays.

> DELETE again to
> erase all items

Managing Calls
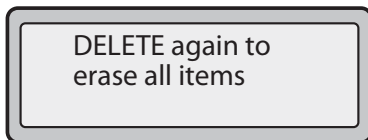
3. Press the **Delete** Key again to erase all entries from the Directory List. The "*Directory empty*" prompt displays.

> Directory empty
> Use Save to add

Saving an Entry to the Directory List

You can save entries (names and numbers) from other sources to your Directory using any of the following methods:

- Saving from the Display
- Saving from the Caller List
- Saving from the Redial List

Saving from the Display

IP Phone UI

You can save the name and/or number displayed on your screen during a call to the Directory List, or to one of your programmable keys using the following procedure. Use the following illustration as a reference.

Save Key
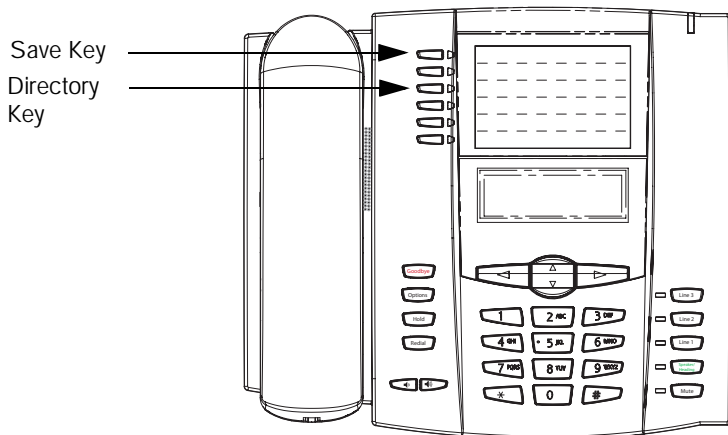
Directory Key

1. Press the **Save** Key during the call.

> Save to?
> John Burns
> 9054550055

2. Press the **Directory** Key or an empty programmable key. If a name is displayed both the number and name are saved in the Directory List or the programmable key. If no name or "**Unknown Name**" displays, you can enter the name using the dialpad.

3. Press the **Save** Key to finish.

Saving from the Callers List

🖳 **IP Phone UI**

Use the following procedure to save names/numbers from the Callers List to the Directory. Use the following illustration as a reference.

Save Key ———————

Directory
Key ——————
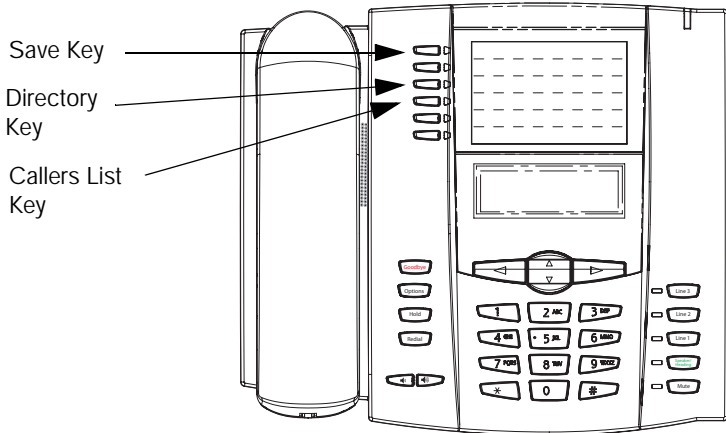
Callers List
Key ——————

1. Press the **Callers List** Key (Key 4).
2. From the Callers List, scroll through the list to find the name and number that you want to save to your Directory.
3. Press the **Save** Key.
4. Press the **Directory** Key to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

Managing Calls

Managing Calls

 IP Phone UI

Use the following procedure to save names/numbers from the Redial List to the Directory. Use the following illustration as a reference.

Save Key

Directory Key
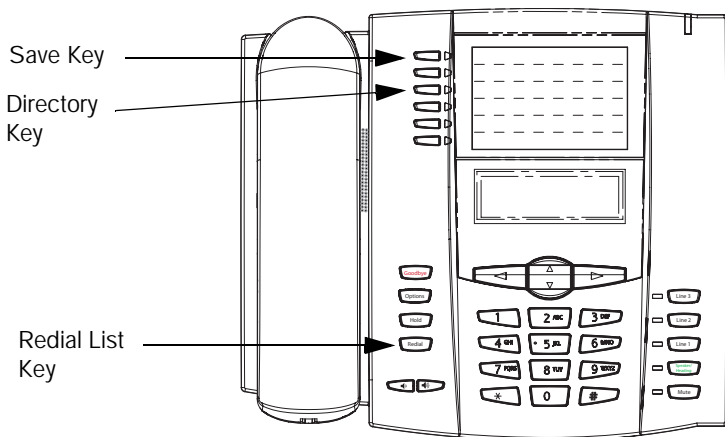
Redial List Key

1. Press the **Redial List** Key (Redial).

2. From the Redial List, scroll through the list to find the name and number that you want to save to your directory.

3. Press the **Save** Key.

4. Press the **Directory** Key to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

Downloading the Directory List to Your PC

You can download the Directory List to your PC via the 8x8 Web Phone UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Directory List in a spreadsheet application. The file displays the name, phone number, and line number for each Directory entry.

	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

> **Note:** Your System Administrator can populate your IP phone Directory List with server directory files. Contact your System Administrator for more details.

Download the Directory List

Use the following procedure to download the Directory List to your PC using the 8x8 Web Phone UI.

> 🌐 **8x8 Web Phone UI**

1. Click on **Operation->**Directory.

> **Status**
> System Information
> **Operation**
> User Password
> Phone Lock
> Programmable Keys
> Directory
> Reset
> **Basic Settings**
> Preferences
> Call Forward
>
> **Directory**
>
> **Files Available for Download**
>
> Directory List   [Save As...]
> Callers List   [Save As...]
>
> **Upload Files**

2. In the Directory List field, click on [Save As...]. A File Download message displays.

3. Click **OK**.

4. Enter the location on your computer where you want to download the Directory List and click **SAVE**. The *callerslist.csv* file downloads to your computer.

5. Use a spreadsheet application to open and view the Directory List.

Callers List

The Callers List is a stored log of your incoming calls. The 6753i IP Phone stores information for up to 200 incoming calls in the Callers list.

By default, the **Callers List Key** is on the top left of your phone.
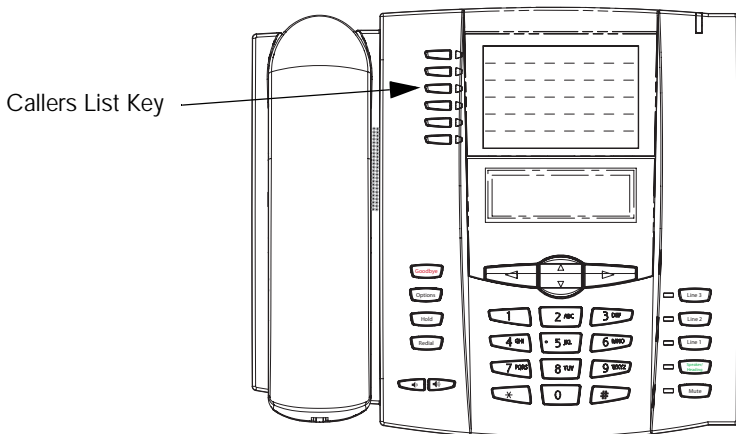
Callers List Key

Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. When the Callers list is full, the oldest call records are deleted to accommodate the information for new callers.

If the phone number of an incoming or outgoing call matches a number that you have programmed with a name in a programmable key or in the Directory List, the Callers List displays the name and number.

The display shows you how many callers have been added to the list since you last checked it.

Caller's List Screen Display

Display Item	Description
450-349-0438	Indicates you have returned the call from the Callers list.
N MAR 04 3:30pm 2x	**"N"** indicates a new call.
XX New Callers	When you're not on the telephone and not in the Callers List, the display shows you how many callers have been added to the list since you last checked it.
☏	Indicates an unanswered call in the Callers List.
📞	Indicates an answered call in the Callers List.
📞⑴	Indicates a Call Waiting call in the Callers List.
📞⑴	Indicates an incoming Call Waiting call.
John Burns 9054550055 Jun 8 2:41pm 2X	**"2x"** indicates this caller has called twice. The display shows the date and time of the last call from that caller.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.

IP Phone UI

Use the following procedure to access the Callers List. Use the following illustration as a reference.

Callers List Key

Handsfree Button
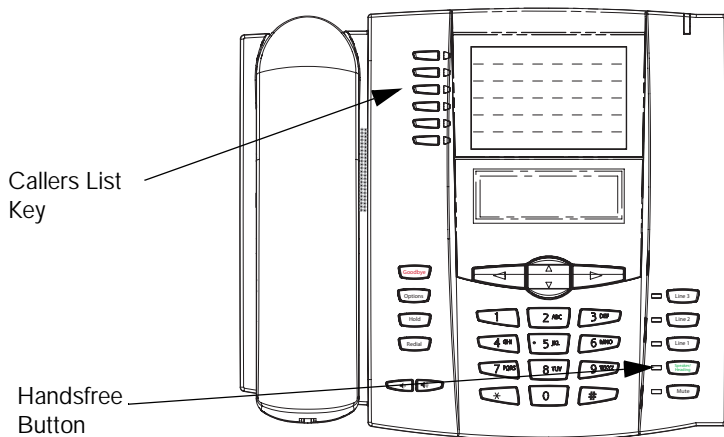
1. Press the **Callers List** Key. Press ▼ and ▲ to move through the Callers List. Press ▼ to see the most recent call, or ▲ to see the oldest call on your List.

2. To dial the displayed number just press [Speaker/Headset] or lift the Handset or press any line keys

3. Press the **Callers List** Key to cancel.

Editing Entries in the Callers List

Important: The Callers List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

If a dialpad key is pressed when a number and/or a name is displayed in the Callers List, the cursor automatically adds the digit at the left side of the number to enable the entry of the prefix.

```
007  John Burns
☎   9054550055
N    Jun 8 2:55pm
```
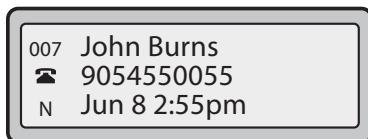
Use the following procedure to edit the Callers List. Use the following illustration as a reference.

Callers List Key

Handsfree Button
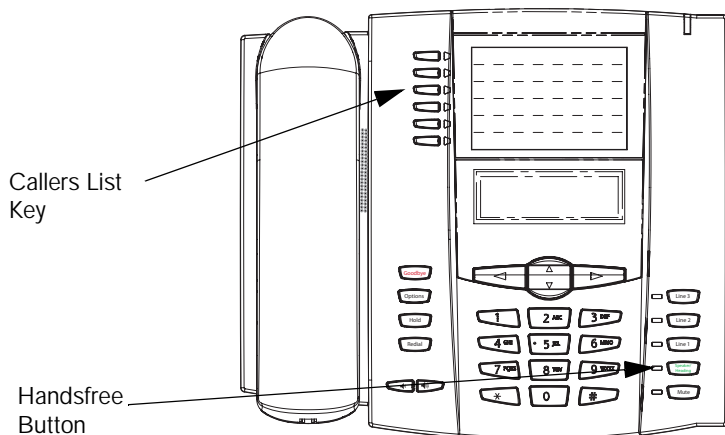
1. Press the **Callers List** Key.

2. Press ▼ and ▲ to find the entry you want to edit. Press ▼ to view the most recent call, or ▲ to see the oldest call on your list.

3. Press any key on the dialpad to begin editing.

4. To move the cursor one digit to the right, press ▶. To erase one digit to the left of the cursor, press ◀.

5. To dial the displayed number press ⌨ Speaker/Headset, or just lift the handset, or press any line key.

Managing Calls

Deleting Entries From the Callers List

You can delete individual items from the Callers List, or you can delete all items in the Callers List.

📞 IP Phone UI

Use the following procedure to delete an individual item from the Callers List. Use the following illustration as a reference.

Delete Key
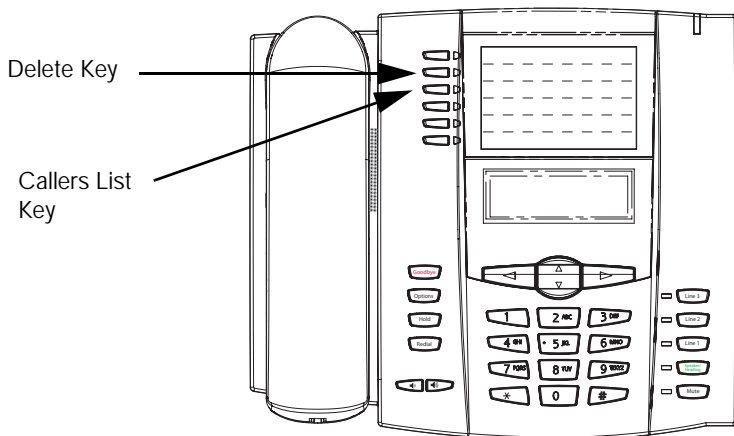
Callers List Key

1. Press the **Callers List** Key.
2. Press ▼ and ▲ to find the item you want to delete.
3. Press the **Delete** Key.
4. Press the **Delete** Key again at the prompt to erase the item.

📞 IP Phone UI

Use the following procedure to delete all items from the Callers List.

1. Press the **Callers List** Key.
2. Press the **Delete** Key.
3. Press the **Delete** Key again at the prompt to erase all items.

Downloading the Callers List to Your PC

You can download the Callers List to your PC for viewing using the 8x8 Web Phone UI. When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Callers List in a spreadsheet application. This file displays the name, phone number, and the line that the call came in on.

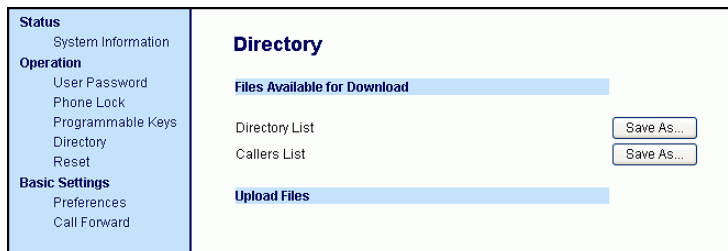|	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

callersList.csv

Download the Callers List

Use the following procedure to download the Callers List to your PC using the 8x8 Web Phone UI.

☎ 8x8 Web Phone UI

---

1. Click on **Operation->Directory**.

Status
System Information
Operation
User Password
Phone Lock
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Directory

Files Available for Download

Directory List   [Save As...]
Callers List   [Save As...]

Upload Files
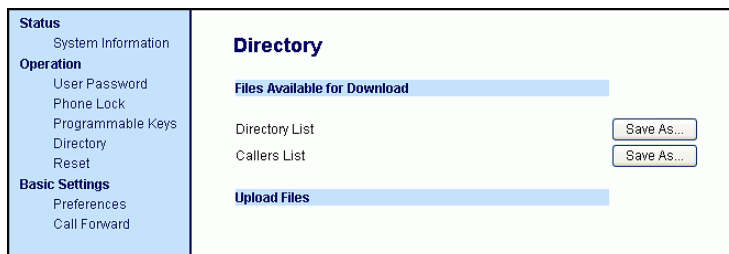
2. In the **Callers List** field, click on [Save As...]. A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**. The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Managing Calls

Call Forwarding

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. The phone sends the SIP message to the SIP proxy, which then forwards the call to the assigned destination.

Call forwarding is disabled by default. You can enable call forwarding on a global basis or on an individual line-basis, for each line. If you have configured call forwarding on an individual line, the settings for this line are used; otherwise, the phone-wide call forward settings are used.

You can enable call forwarding on all phones (global settings) or on specific lines (local settings) of a single phone. For local settings, you can set call forwarding on up to 9 individual lines.

For global and local call forwarding, you can set the following:

- Call forward mode
- Destination number
- Number of rings before forwarding the call (from 1 to 9 rings)

The following are the call forward modes you can set.

Call Forward Mode	Description
Off (8x8 Web Phone UI only)	Disables call forward.
All	Phone forwards all incoming calls immediately to the specified destination.
Busy	Phone forwards incoming calls if the line is already in use.
No Answer	Phone forwards the call if it is not answered in the specified number of rings
Busy No Answer	Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings.

 Note: You can set the global call forward settings using the IP phone UI or the 8x8 Web Phone UI. However, you must use the 8x8 Web Phone UI to set the per-line call forward settings. The per-line settings override the settings for global call forwarding.

You can also set the global call forward settings using the 8x8 Self Service portal. Please note that the per-line settings made on the 8x8 Web Phone UI override the settings from the 8x8 Self Service Portal.

Setting Call Forwarding

Use the following procedure to set global call forwarding.

For Global Call Forward Settings

 IP Phone UI

1. Press on the phone to enter the Options List.
2. Select **Call Forward** and press 4.
3. Select **Cfwd Number** and press 4.
4. Enter the number destination for which you want your incoming calls to be forwarded and press 4.

 Note: If you leave the "**Number**" field blank, call forwarding is disabled.

5. Press ▼ to scroll to Cfwd Mode and press 4.

6. Use the ▼ and ▲ to select a value and press 4. Valid values are Off, All, Busy, NoAns (No Answer), BusyNoAns (Busy No Answer).

7. Press ▼ to scroll to No. Rings and press 4.

8. Use the ▼ and ▲ to select a value and press 4. Valid values are **1** to **9**.

 Note: Number of Rings field applies to **No Answer** and **Busy No Answer** modes only.

A message displays "*confirmed*".

The following example shows the idle screen on the IP Phone with Call Forwarding set to "**No Answer**" mode.

```
┌─────────────────────────────┐
│ 1                           │
│      CFWD NoAnswer      ▼    │
│      Sun Jan 2  03:00       │
└─────────────────────────────┘
```

1. Click on **Basic Settings->Call Forward**.
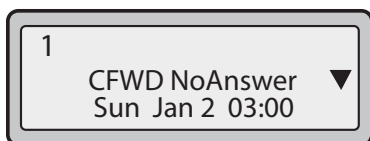
Status				
System Information	**Phone-side Call Forward Settings**			
Operation				
User Password	**Global Settings**			
Phone Lock	Mode	Off		
Programmable Keys				
Directory	Number			
Reset	Number of Rings	1		
Basic Settings				
Preferences	**Local Line**	**Mode**	**Forward Number**	**Number of Rings**
Call Forward	Line 1	Global		1
	Line 2	Global		1
	Line 3	Global		1
	Line 4	Global		1
	Line 5	Global		1
	Line 6	Global		1
	Line 7	Global		1
	Line 8	Global		1
	Line 9	Global		1
	Save Settings			

2. In the "**Mode**" field, select the mode you want to set on your phone.

➡ **Note:** To disable call forwarding in the 8x8 Web Phone UI, set the mode to **OFF** and remove the phone number in the "**Number**" field.

3. In the **Number** field, enter the call forward number for which you want your calls to be call forwarded.
4. In the **Number of Rings** field, enter the number of rings you want to set before the call is forwarded. Valid values are **1** to **9**.
5. Click [Save Settings] to save the Call Forward settings. The changes are global and are immediately applied to the phone.

The following example shows the idle screen on the IP Phone with Call Forwarding set to **No Answer** mode.

```
1
       CFWD NoAnswer      ▼
       Sun  Jan 2  03:00
```

Managing Calls
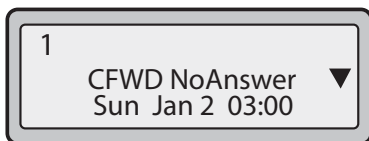
8x8 Web Phone UI

1. Click on **Basic Settings->Call Forward**.

2. Select a line to set Call Forwarding on.

3. In the "**Mode**" field, select the mode you want to set on this line.

→ **Note:**
1.To disable call forwarding in the 8x8 Web Phone UI, set the mode to **OFF** and remove the phone number in the "**Forward Number**" field.
2.To force a line to use the global settings, set the "**Mode**" field to **Global**.

4. In the **Forward Number** field, enter the call forward number for which you want your calls on this line to be call forwarded.

5. In the **Number of Rings** field, select the number of rings on the line before the call is forwarded. Valid values are **1** to **9**.

6. Click [Save Settings] to save the Call Forward settings. The changes are global and are immediately applied to the phone.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

The number of calls that have not been answered increment on the phone's idle screen as "**<number> New Calls**". As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the calls from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

Accessing and Clearing Missed Calls.

 IP Phone UI

Use the following procedure to access and clear missed calls from the Callers
List. Once you display the Callers List, the "<number> New Calls" indicator
clears. Use the following illustration as a reference.
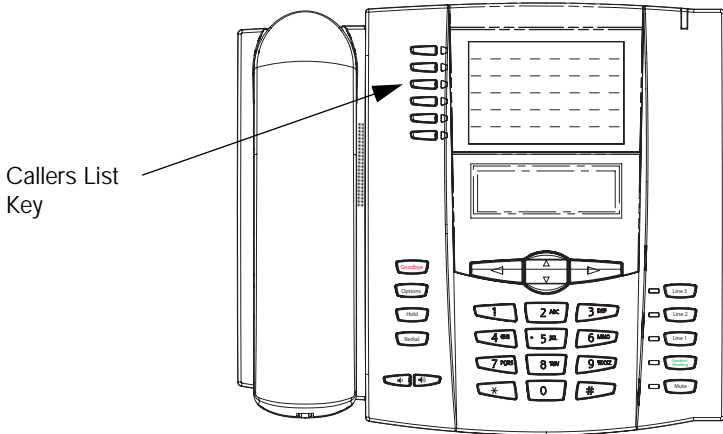
Callers List
Key

1. Press **Callers List** key on the phone.
2. Use the ▲ ▼ keys to scroll through the line items in the Callers List to find
   the line items that have the b icon with the receiver ON. These are the missed
   calls to the phone.
3. To clear a line item from the Callers List, select the line item you want to delete
   and press the **Clear** softkey. The line item is deleted from the Callers List.

Voicemail System

Virtual Office has a feature-rich, business-class voicemail solution that gives
users the ability to manage their calls when not available to answer the phone, by
providing callers messaging options. In the voicemail system, users can also
route their calls to an alternate number.

To get started, record your first and last name, internal and external greetings,
and set your password. Your default password will be nothing. Press # after the
prompt asks for a password. It is important to record your first and last name to
appear in the dial by name and company directory from the auto-attendant, and
one number access greeting.

To Log into Voicemail
Internal

1. Dial the access number **555** or press the **Voicemail** soft key on the phone.
2. Enter your password then press #.

Managing Calls

From another Virtual Office extension

1. Dial 500.
2. Enter your extension number then press #.
3. Enter voicemail Password then press #.

External:

1. Dial your personal DID phone number (not the main company number).
4. Enter # during the voicemail greeting.
5. Enter the voicemail password then press #.

Password Entered Incorrectly: A message saying that the password is invalid is followed by another chance to enter the password. Three password failure attempts will lock the user out of the voicemail system. Hang up and try again. If you continue to have difficulties, call 8x8 tech support with your phone number, email address on file, and problem.

> ⚠ **Important!** The default password is blank. We highly recommend you that change the password for security reason.

Managing Voicemail

Voicemail can be a powerful tool when you are not available to answer the phone. Different greetings and routing can be accomplished with voicemail. The following section includes listening, saving, deleting, and forwarding message controls, and also includes creating, changing, and setting personal name and greeting options.

Complete Voicemail Menu Tree

To listen to your messages, press **1**

Once logging into voicemail, a summary of old and new messages is played, and you will be prompted to proceed. The system will automatically start playing the most recent new message and then the oldest saved messages.

- Press **1** for new messages.
- Press **2** for old and new messages. To replay message, press **1**.
  - To listen to next message, press **2**.
  - To delete message, press **3**.
  - To play previous message, press **4**.
  - To call to sender, press **5**.

Voicemail Call Return enables you to return a call from voicemail without dialing the number. Simply press **5** while listening to a voicemail, if caller ID is recognized Virtual Office will call the person back. To return to voicemail while still on the call press * and you will be returned to that voicemail.

- To return to the main menu, press *.
- To enable voicemail internationally, contact Tech Support at 1.888.898.8733
  - Press 3 for group messages (this prompt is only played if you belong to a group extension).
  - For the main menu, press *.

To establish or change a greeting, press 2

- To record your first and last name, press **1**. (This will be the name that callers hear if they select Dial By Name or Company Directory from the Auto Attendant. If no name is recorded, your name will not be heard on the company auto-attendant directory.)
- To record your internal greeting, press **2** (played only to internal callers).
- To record your external greeting, press **3** (played only to external callers).
- To record your after business hours greeting, press **4**.
- To record your lunch time greeting, press **5**.
- To record your meeting greeting, press **6**.
- To record your weekend greeting, press **7**.
- To record your vacation greeting, press **8**.
- To return to the previous menu, press *.
- To exit, press **9**.

To change user preferences, press 3

- Password **1**.
- Do not disturb **2**.
- Call waiting **3**.
- Busy, ring no answer, Internet outage handling **4**.
  - Email notification **6**.
  - To return to the previous menu, press *.

To establish or change forwarding rules, press 4

- Listen to forwarding rule, press **1**.
- Change forwarding rule, press **2**.
- To set forwarding rule, press **3**.
- To delete forwarding rule, press **4**.
- To return to main menu, press *.
- To exit, press **9**.

To set a specific greeting to play, press 5

- Business hours greeting, press **1**.
- After business hours greeting, press **2**.
- Lunch time greeting, press **3**.
- Meeting greeting, press **4**.
- Weekend greeting, press **5**.
- Vacation greeting, press **6.**
- To listen to the current greeting, press **0**.
- Return to the previous menu, press *.

To turn on/off the announcement only mode, press 6

To exit, press 9

To place a call from voicemail press #

Calling out of voicemail enables users to take advantage of 8x8 competitive international rates by dialing any number from inside voicemail. While accessing your voicemail, press * then press #. You will hear dial tone. Press 9 and dial the number to initiate your call. If on a cellular or mobile phone, you can access our low international calling rates by dialing into your voicemail to originate call.

➡	**Note:** Contact 8x8 Tech Support to enable this feature.

Message Playback Control

When listening to messages, the system gives the user several options:

- To hear more options, press **0**.
- Press **1** to obtain more information about the message. The following will be heard:
    - External or internal message
    - Priority type
    - From Caller ID or extension
    - Timestamp for message.
- Press **2** to forward the message to another extension.
- Press **3** to call the sender.
- Press * to return to main menu.

➡	**Note:** At any time during the menus, you may press the desired keys to interrupt voicemail prompts.

Forwarding Messages

1. A user can forward a message to another user to share information.
2. Log into voicemail and select the message that is to be forwarded.
3. Press **0** after listening to the message.
4. Select **2** to forward message.
5. Enter the extension numbers where the message should be sent.

Personal Voicemail Greetings

Virtual Office allows an array of greetings to be recorded for different activities. Users can select which greeting callers will hear when they are not able to answer a call.

To Record Your Greetings into Voicemail

From voicemail's main menu, select **2** and then follow the prompts to record each greeting personally.

 • To record your first and last name, press **1**.

| ➡ | Note: It is important to record your first and last name to be listed in both the dial by name and the company directory from the auto-attendant and one number access greeting. |

 • To record your internal greeting, press **2**.
 • To record your external greeting, press **3**.
 • To record your after business hours, press **4**.
 • To record your lunchtime greeting, press **5**.
 • To record your meeting greeting, press **6**.
 • To record your weekend greeting, press **7**.
 • To record your vacation greeting, press **8**.

Selecting the Voicemail Greeting to Play

From the voicemail main menu, select **5** and then follow the prompts to select which greeting callers will hear.

 • Business hours greeting, press **1**.
 • After business hours greeting, press **2**.
 • Lunch time greeting, press **3**.
 • Meeting greeting, press **4**.
 • Weekend greeting, press **5**.
 • Vacation greeting, press **6**.

Managing Calls

Additional Features

This section describes additional features you can use on the 6753i phone.

Calling Features

Distinctive Ringing

Calls presented to an extension on Virtual Office will ring differently, depending on where the call originated.

• Internal calls are distinguished by one ring.
• External calls are distinguished by two rings.

Call Waiting

Call waiting enables more than one call to be taken at a time. If a call comes in while you're on the phone, the system will beep up to three times over a 24 second period before the call is routed into voicemail. You will be presented with caller ID, if provided by the calling party, and the call waiting indicator tone. Call waiting is configured at sign-up of service. Changes to enable or disable call waiting can be done from the Extension Manager.

Multiple Call Handling

Multiple call handling allows users to pick up a second ringing call while placing another one on hold. Multiple call handling also allows users to call out while already on a phone call. Lastly, multiple call handling gives telephone users the ability to toggle between calls. Multiple call waiting is configured at sign-up of the service, and changes to enable or disable multiple call handling can be made on a per call basis or setup online.

Taking Multiple Calls

While talking on the phone, a new call will be announced by an audio alert beep to the phone, and call waiting with the caller ID number will display on the phone. To pick up the second ringing call:

• Press the [Retrieve/Alternate] button, which will pick up the new call and place the original caller on hold where they will hear music on hold.

Alternate Between Calls

While on the phone with two calls you can:

• Press [Retrieve/Alternate] to switch between callers.

Caller ID

When an internal extension call is received on a Virtual Office phone, the display will present an extension name. On an external call, the display will present a caller number. Additional caller numbers will be displayed with multiple calls.

• To identify the caller number on calls, you should wait at least two rings.
• In some cases, the caller number (or caller-ID) may not be available.
• Can be turned off for all calls from the Extension Manager.

Three-party Conference

Three parties can conference in on the same call. Multiple conference calls can be added together from other extensions within Virtual Office. Conference calls can be initiated by calling out of a call and conferencing in, but also by adding a call waiting to an existing call.

Transferring

Transferring calls provides users with the ability to pass a caller to another person- either inside the company, or outside to an external phone. Transferring a call can be done without notifying the recipient (unsupervised), or can be announced (supervised) by you to the recipient before being passed on.

Do Not Disturb (DND)

Puts the telephone in a state that will not ring, and calls will be automatically forwarded to voicemail.

Forwarding

Forwarding is an effective tool that helps avoid missing important calls. In some cases, all calls for a particular extension may be forwarded to a cell phone to give the impression a mobile person (on a mobile phone) is located in the office. Forwarding can also be used outside the office, when an important caller is expected.

All forwarding rules and routing can be managed from a remote location through an individual's voicemail or from the Extension Manager.

Additional Features

Extension Manager

Our new Extension Manager web portal with unique extension login allows extension holders the ability to control all extension settings including busy, ring-no-answer, and Internet outage handling, ring duration and forwarding destinations. Other settings in Extension Manager including forwarding rules, one number access, caller ID blocking, call waiting disable and other unique settings.

Suppress DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the programmable keys.

When suppression of DTMF playback is disabled, and you press a programmable key, the IP phone dials the stored number and displays each digit as dialed in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

DTMF playback suppression is disabled by default. Suppressing DTMF playback can be configured using the 8x8 Web Phone UI.

◑ 8x8 Web Phone UI

Use the following procedure to configure suppression of DTMF playback.

➡	**Note:** "Suppress DTMF Playback" is disabled by default.

---

1. Click on **Basic Settings->Preferences**.

Status	
System Information	**Preferences**
Operation	
User Password	**General**
Phone Lock	Suppress DTMF Playback ☑ Enabled
Programmable Keys	Display DTMF Digits ☐ Enabled
Directory	Call Waiting ☑ Enabled
Reset	Play Call Waiting Tone ☑ Enabled
Basic Settings	Stuttered Dial Tone ☑ Enabled
Preferences	XML Beep Support ☑ Enabled
Call Forward	Status Scroll Delay (seconds) 5
	Incoming Call Interrupts Dialing ☐ Enabled
	Goodbye Key Cancels Incoming Call ☑ Enabled
	UPnP Mapping Lines 0 ⌄
	Message Waiting Indicator Line All ⌄

2. Go to the **General** section.
3. Enable the **Suppress DTMF Playback** field by checking the check box. (**Disable this field by unchecking the box**). Default is disabled.
4. Click ⬚Save Settings to save your settings.

Display DTMF Digits

A feature on the IP phones allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the keypad to dial, or when dialing from a programmable key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as "touchtone" dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If you enable the Display DTMF Digits parameter, the digits you are dialing from the keypad or from a programmable key display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

You can enable the "Display DTMF Digits" parameter using the 8x8 Web Phone UI.

Additional Features

🌐 **8x8 Web Phone UI**

Use the following procedure to configure the display of DTMF digits on the IP phone.

➡️ **Note:** "Display DTMF Digits" is disabled by default.

---

1. Click on **Basic Settings->Preferences->General.**

Status
   System Information
Operation
   User Password
   Phone Lock
   Programmable Keys
   Directory
   Reset
Basic Settings
   Preferences
   Call Forward

Preferences

General

Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0 ▾
Message Waiting Indicator Line	All ▾

2. Enable the **Display DTMF Digits** field by checking the check box. (Disable this field by unchecking the box). Default is disabled.

3. Click [Save Settings] to save your settings.

Enable/Disable Call Waiting

The call waiting feature notifies the user on an active call, of a new incoming call. You can disable the call waiting feature, so that the new incoming call is automatically rejected by the phone with a busy message.

If you disable call waiting on the phone, and the user is on a call, any further incoming calls receive busy unless "**Call Forward Busy**" or "**Call Forward No Answer and Busy**" is configured on the phone (for information on "Call Forwarding", see .) It then forwards the call according to the rule configured. The phone can only:

  • transfer the currently active call.

  or

  • accept transferred calls if there are no active calls.

If call waiting is disabled:

- intercom calls are treated as regular incoming calls and are rejected.

- pre-dialing with live dialpad disabled still accepts incoming calls.

- the "Incoming Call Interrupts Dialing" parameter is ignored because the incoming call is automatically rejected (for information on "Incoming Call Interrupts Dialing" see page 98).

- the Missed Calls List does not get updated with details of calls.

- the Blind Transfer feature on the phone may not work if two calls are made to the phone at one time.

You can disable call waiting using the configuration files or the 8x8 Web Phone UI.

Enabling/Disabling Call Waiting

⊙ **8x8 Web Phone UI**

Use the following procedure to enable or disable Call Waiting on the IP phone.

→ | Note: **Call Waiting** is enabled by default.

---

1. Click on **Basic Settings->Preferences->General.**

| Status |
| System Information |
| Operation |
| User Password |
| Phone Lock |
| Programmable Keys |
| Directory |
| Reset |
| Basic Settings |
| Preferences |
| Call Forward |

Preferences

General

Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0 ▾
Message Waiting Indicator Line	All ▾

2. Call Waiting is enabled by default. If required, disable the **Call Waiting** field by unchecking the check box.

3. Click [Save Settings] to save your settings.

Play Call Waiting Tone

You can enable or disable the playing of a call waiting tone when you are on an active call and a new call comes into the phone.

You can configure this feature using the 8x8 Web Phone UI.

Configuring Call Waiting Tone

🌐 **8x8 Web Phone UI**

Use the following procedures to configure a call waiting tone on the IP phone.

➡️ **Note: Play Call Waiting Tone** is enabled by default.

1. Click on **Basic Settings->Preferences->General**.

Status	Preferences	
System Information		
Operation	**General**	
User Password	Suppress DTMF Playback	☑ Enabled
Phone Lock	Display DTMF Digits	☐ Enabled
Programmable Keys	Call Waiting	☑ Enabled
Directory	Play Call Waiting Tone	☑ Enabled
Reset	Stuttered Dial Tone	☑ Enabled
Basic Settings	XML Beep Support	☑ Enabled
Preferences	Status Scroll Delay (seconds)	5
Call Forward	Incoming Call Interrupts Dialing	☐ Enabled
	Goodbye Key Cancels Incoming Call	☑ Enabled
	UPnP Mapping Lines	0 ▾
	Message Waiting Indicator Line	All ▾

2. A call waiting tone is enabled by default. If required, disable the **Play Call Waiting Tone** field by unchecking the check box.

3. Click ⬚ Save Settings to save your settings.

Stuttered Dial Tone

You can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

You can configure this feature using the 8x8 Web Phone UI.

Configuring Stuttered Dial Tone

🌐 **8x8 Web Phone UI**

Use the following procedures to configure stuttered dial tone on the IP phone.

➡️ **Note: Stuttered Dial Tone** is enabled by default.

---

1. Click on **Basic Settings->Preferences->General**.

Status		
System Information		
Operation	**Preferences**	
User Password		
Phone Lock	**General**	
Programmable Keys	Suppress DTMF Playback	☑ Enabled
Directory	Display DTMF Digits	☐ Enabled
Reset	Call Waiting	☑ Enabled
Basic Settings	Play Call Waiting Tone	☑ Enabled
Preferences	Stuttered Dial Tone	☑ Enabled
Call Forward	XML Beep Support	☑ Enabled
	Status Scroll Delay (seconds)	5
	Incoming Call Interrupts Dialing	☐ Enabled
	Goodbye Key Cancels Incoming Call	☑ Enabled
	UPnP Mapping Lines	0 ∨
	Message Waiting Indicator Line	All ∨

2. Stuttered dial tone is enabled by default. If required, disable the **Stuttered Dial Tone** field by unchecking the check box.

3. Click [Save Settings] to save your settings.

XML Beep Support

Using the 8x8 Web Phone UI, you can enable or disable a beep to be audible when the phone receives an XML application using the "**XML Beep Support**" field at the path *Basic Settings->Preferences->General*. If you disable this feature, no beep is heard when the XML application arrives to the phone.

If your System Administrator has set a value for this feature in a custom XML application or in the configuration files, the value you set in the 8x8 Web Phone UI overrides the Administrator's setting. Setting and saving the value in the 8x8 Web Phone UI applies to the phone immediately.

Status Scroll Delay

Using the 8x8 Web Phone UI, you can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. You can specify this setting in the **Status Scroll Delay (seconds)** field at the path *Basic Settings->Preferences->General*. The default time is 5 seconds for each message to display before scrolling to the next message. You can increase or decrease this time as required. Setting and saving the value in the 8x8 Web Phone UI applies to the phone immediately.

Configuring Status Scroll Delay

○ 8x8 Web Phone UI

Use the following procedures to specify a status scroll delay on the IP phone.

1. Click on **Basic Settings->Preferences->General**.

Status		
System Information	**Preferences**	
Operation		
User Password	**General**	
Phone Lock	Suppress DTMF Playback	☑ Enabled
Programmable Keys	Display DTMF Digits	☐ Enabled
Directory	Call Waiting	☑ Enabled
Reset	Play Call Waiting Tone	☑ Enabled
Basic Settings	Stuttered Dial Tone	☑ Enabled
Preferences	XML Beep Support	☑ Enabled
Call Forward	Status Scroll Delay (seconds)	5
	Incoming Call Interrupts Dialing	☐ Enabled
	Goodbye Key Cancels Incoming Call	☑ Enabled
	UPnP Mapping Lines	0 ▾
	Message Waiting Indicator Line	All ▾

2. Enter a value in the "**Status Scroll Delay (seconds)**" field. Valid values are: **1 to 25 seconds. Default is 5**.

3. Click [Save Settings] to save your settings.

Incoming Call Interrupts Dialing

If you are dialing a call on your phone and another call comes in while you are dialing, you can allow the incoming call to interrupt dialing by enabling a parameter called "**Incoming Call Interrupts Dialing**". You can enable or disable this parameter in the 8x8 Web Phone UI at the path *Basic Settings->Preferences->General*.

When you enable this field in the 8x8 Web Phone UI, an incoming call automatically interrupts the outgoing call during dialing and allows the phone to ring for you to answer the incoming call.

When you disable this parameter, which is the default, the phone does not interrupt the outgoing call during dialing and instead rings the incoming call on another free line (or sends busy signal if all remaining lines are busy). You have a choice to ignore the incoming call, or answer the incoming call on another line. If

you choose to answer the incoming call, you can answer the call, finish the call, and then hang up. You can still go back to the original outgoing call and finish dialing out.

> **Note:** :
> **1.** On a 6753i, you must use the down arrow key to ignore the call. To answer the call you must press the line key where the call is coming in.
> **2**. If you disable this field, and the phone receives an incoming call while you are dialing an outgoing call, you can pick up the call and perform transfer or conference as required.

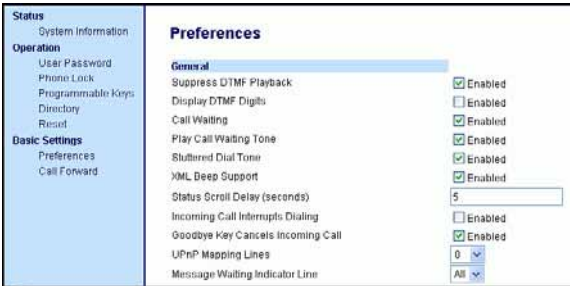*Configuring Incoming Call Interrupts Dialing*

🌀 8x8 Web Phone UI

Use the following procedures to configure "Incoming Call Interrupts Dialing" on the IP Phone.

> **Note: Incoming Call Interrupts Dialing** is disabled by default.

1. Click on **Basic Settings->Preferences->General**.

2. Enable the **Incoming Call Interrupts Dialing** field by checking the check box. (**Disable this field by unchecking the box**). Default is disabled.

3. Click [Save Settings] to save your settings.

Additional Features

Goodbye Key Cancels Incoming Calls

The 6753i has a feature that allows you to configure the **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call. The parameter is called "**Goodbye Key Cancels Incoming Call**" and is configurable via the 8x8 Web Phone UI.

If you enable this parameter, which is the default, pressing the **Goodbye** key rejects calls coming into the phone while you are on an active call. When you disable this parameter, pressing the **Goodbye** key hangs up the active call.

If you disable this feature, and the phone receives another call when an active call is already present, the 6753i displays "3 **Ignore Answer** 4" on the LCD. For the 6753i, you must use the **Right** and **Left** arrow keys to answer or ignore the call.

A User can set this parameter using only the 8x8 Web Phone UI.

Configuring Goodbye Key to Cancel Incoming Calls

8x8 Web Phone UI

Use the following procedure to configure the Goodbye key to cancel incoming calls on the IP Phone.

> Note: **Goodbye Key Cancels Incoming Call** is enabled by default.

1. Click on **Basic Settings->Preferences->General**.

2. The **Goodbye Key Cancels Incoming Call** field is enabled by default. If required, disable this field by unchecking the check box.

3. Click [Save Settings] to save your settings.

Using the Goodbye Key to Cancel Incoming Calls Feature

📞 IP Phone UI

IF	THEN
Goodbye Key Cancels Incoming Call is enabled AND a second call comes in while you are on an active call,	press the **Goodbye** key to reject the second incoming call.
Goodbye Key Cancels Incoming Call is disabled AND a second call comes in while you are on an active call,	press the **Goodbye** key to hang up on the active call so you can answer the second incoming call.
Goodbye Key Cancels Incoming Call is disabled AND a second call comes in while you are on an active call,	press the **Left Arrow** key to ignore the second incoming call and remain on the active call OR press the **Right Arrow** key to answer the second incoming call.

Message Waiting Indicator

You can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if you configure the MWI LED on line 3 only, the LED illuminates if a voicemail is pending on line 3. If you configure the MWI LED for all lines, the LED illuminates if a voicemail is pending on any line on the phone (lines 1 through 9).

You configure the MWI indicator using the 8x8 Web Phone UI.

Configuring Message Waiting Indicator

🌐 8x8 Web Phone UI

Use the following procedure to configure the message waiting indicator on a specific line or on all lines on the IP phone.

> ➡️ **Note: Message Waiting Indicator Line** parameter is set to **ALL** lines by default.

---

1. Click on **Basic Settings->Preferences->General**.

2. The **Message Waiting Indicator Line** field is set to **ALL** lines by default. If required, change the setting to a specific line by selecting a line from the list. **Valid values are All and lines 1 through 9**.

3. Click [Save Settings] to save your settings.

Incoming Intercom Call Features

Incoming Intercom

By default, the IP phone allows incoming Intercom calls to be automatically answered without having to set up an Intercom key on your phone. The phone automatically plays a warning tone when it receives an incoming Intercom call. It also mutes the microphone. If the Intercom call comes into the phone while an active call is already present, the user will have an option to answer the intercom call.

You can change the behavior of how the phone handles incoming Intercom calls by enabling/disabling specific parameters using the 8x8 Web Phone UI. The following table describes these features.

Incoming Intercom Features in 8x8 Web Phone UI	Description
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if **Play Warning Tone** is enabled) to alert the user before answering the Intercom call. If auto-answer is disabled, the phone rejects the incoming Intercom call and sends a busy signal to the caller. **Note:** Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming Intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles Incoming intercom calls while the phone is on an active call.

Microphone Mute

You can mute or unmute the microphone on the IP phone for Intercom calls made by the originating caller. If you want to mute the Intercom call, you enable this feature. If you want to unmute (or hear the Intercom call), you disable this feature. "**Microphone Mute**" is enabled by default.

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call. If **Auto-Answer** is enabled, the phone automatically answers an incoming Intercom call. If "Play Warning Tone" is also enabled, the phone plays a tone to alert you before answering the Intercom call. If "Auto-Answer" is disabled, the phone rejects the incoming Intercom call and sends a busy signal to the caller.

Auto-Answer and **Play Warning Tone** are enabled by default.

> ➡ **Note:** Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Additional Features

Allow Barge In

You can configure whether or not the IP phone allows an incoming Intercom call to interrupt an active call. **The Allow Barge In** parameter controls this feature. When you enable this parameter, which is the default value, an incoming Intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When you disable this parameter, and there is an active call, the phone treats an incoming Intercom call like a normal call and plays the call warning tone. **Allow Barge In** is disabled by default.

Configuring Incoming Intercom Settings

🌀 8x8 Web Phone UI

Use the following procedure to configure incoming Intercom settings on the IP phone.

1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.

```
Status
    System Information          Preferences
Operation
    User Password           Incoming Intercom Settings
    Phone Lock              Auto-Answer                    ☑ Enabled
    Programmable Keys       Microphone Mute                ☑ Enabled
    Directory               Play Warning Tone              ☑ Enabled
    Reset                   Allow Barge In                 ☑ Enabled
Basic Settings
    Preferences
    Call Forward
```

2. The **Auto-Answer** field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.

→ **Note:** If the Auto-Answer field is not checked (disabled), the phone rejects the incoming intercom call and sends a busy signal to the caller.

3. The **Microphone Mute** field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.

4. The **Play Warning Tone** field is enabled by default. If "Auto-Answer" is enabled, the phone plays a warning tone when it receives in incoming inter- com call. To disable this field, uncheck the box.

5. The **Allow Barge In** field is disabled by default. If **Allow Barge In** is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To enable this field, check the box.

6. To enable this field, check the box. Click 🔲 Save Settings to save your settings.

Using Redial Key for "Last Number Redial"

The IP phone has an enhanced redial user interface that allows a user to quickly redial the last number that was dialed out from the phone. You can:

- Press the REDIAL button twice to redial the last number dialed.
- Press the REDIAL button once, scroll the list of numbers, then press the REDIAL button again to dial the number that displays on the screen.

The **last number redial** feature for the Redial key is static and is not configurable.

Customizable Callers List Key

Your System Administrator can specify an XML URI that creates a custom Callers List application for your phone. When you press the Callers List key, the phone accesses a custom XML URI Callers List instead of the standard Callers List. Contact your System Administrator for more information.

Autodial (Hotline and Warmline)

Your System Administrator can configure an autodial feature on your phone. If autodial is enabled, the phone automatically dials a preconfigured number whenever it is off-hook. Depending on the configuration specified by your Administrator, the Autodial functions as either a "hotline", or as a "warmline," as follows:

- Hotline: The IP phone immediately dials a preconfigured number when you lift the handset.
- Warmline: The IP phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number. If you do not dial a number within the time allotted, then the IP phone begins to dial the number.

The Autodial feature is available on a global or per-line basis. Contact your System Administrator for more information.

➡	**Note:** **1.** Any speeddial numbers that you configure on your IP phone are not affected by autodial settings. **2.** If Autodial is configured on your phone, any lines that function as hotlines do not accept conference calls, transferred calls, and/or intercom calls.

Answer and Ignore Softkeys for XML Applications

If you are accessing XML applications on your phone and a call comes in, your System Administrator can create "**Answer**" and "**Ignore**" keys that you can use to either answer the incoming call, or ignore it.

```
An XML application can display
here while a call is coming in.
◀ Ignore    Answer▶
```
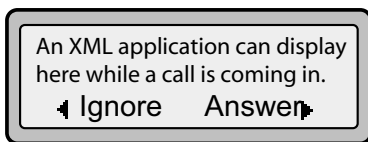
When the 3 Ignore Answer 4 line displays, you can press the **Right Arrow** key (Answer) to answer the incoming call without disturbing the current XML application. When you answer the call, the 3 Ignore Answer 4 line disappears from the LCD. Pressing the **Left Arrow** key (Ignore) ignores the incoming call without disturbing the current XML application. Contact your System Administrator for more information.

XML Softkey for Special Characters in XML Applications

When using XML applications that require you to enter information such as email addresses, that require special symbols (for example, the "@" symbol), your System Administrator can create an XML softkey to access these symbols. Pressing the symbol key in an XML application can display a single symbol or a list of symbols from which you can choose the symbol you need. Contact your System Administrator for more information.

Model 536EM Expansion Module

The 6753i IP Phone offers an optional 536EM Expansion Module that attaches to the right side of the phone to provide additional softkeys.

Model 536EM
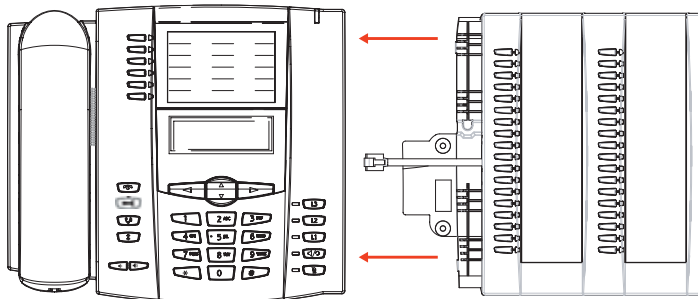
The 536EM provides 18 softkeys in each column (totaling 36 keys) on the keypad. Each key provides an LED for indicating call status. The 536EM provides a paper label for convenient key labeling.

The softkeys support the following features:

- Busy Lamp Fields (BLFs) (maximum of 50)
- Speedial
- Shared Call Appearance
- Phone Lock

You can purchase the module from the 8x8 accessories page at www.8x8.com.

Reference

For more information about configuring the expansion module softkeys with these functions, see the "Programmable Keys" on page 36.

Using the Expansion Module

536EM Expansion Module

After configuring the softkeys on the 536EM Expansion Module, you can record the name of the softkey on the paper labels provided with the Expansion Module. Press the softkey you want to use when applicable.

Softkeys

Lock Phone
BLF Key
Office (speeddial)

References
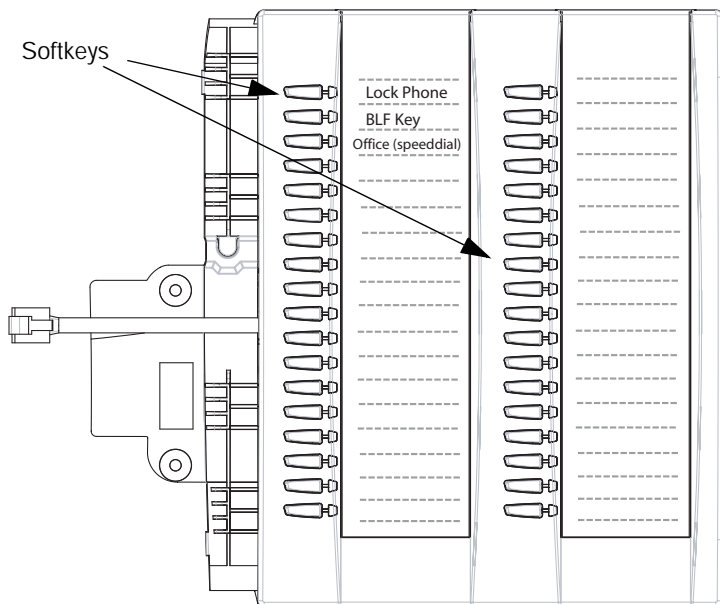
For more information about configuring softkeys, see "Programmable Keys" on page 36.

You can purchase the 536EM Expansion Module by going to the 8x8 accessories page at: http://www.8x8.com/store/Default.aspx?page=business_accessories.

### Creating a Speeddial Key from the Expansion Module Keypad

IP Phone UI

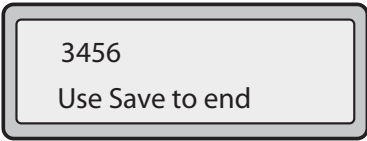Pressing and holding down a key on the expansion module initiates a speeddial feature.

When creating a speeddial key on the Expansion Module, you must select a key that has no preassigned function (key must be set to **none**).

1. Press a key on the expansion module for 3 seconds. A screen displays on the Phone UI with the prompt, "*Enter number>*".
2. Enter a phone number or extension to assign to that speeddial key using the
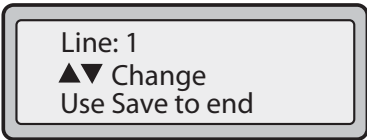
phone's keypad. The following example illustrates the screen display:
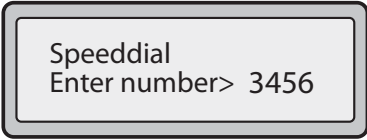
```
Speeddial
Enter number>  3456
```

After entering the number, the prompt, **Use Save to end** displays on the screen.

```
3456
Use Save to end
```

3. Press **Save** to save the number as a speeddial key.
By default, the phone automatically assigns the speeddial key to line 1 if available. To select a different line, press the **Change** softkey and select a different line, or use the phone's keypad to select a number (1-9), or use the ▲ and ▼ to make your selection.

```
Line: 1
▲▼ Change
Use Save to end
```

4. Press **Save** to save the speeddial key to the line specified.

→ | **Note:** Use the 8x8 Web Phone UI to edit or delete this speeddial key.

Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. Make sure your phone is plugged into a power source.

Why is my speakerphone not working?

If you press the ⬚Speaker/Headset button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press ⬚Speaker/Headset a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been

set up so that you can alternate between the speakerphone and the headset by pressing [Speaker/Headset]. See the section, "Set Audio" on page 22 for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the "**Installation and Setup**" section in the *8x8 6753i Reference Manual* provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "**Adjusting Volume section**" in the *8x8 6753i Reference Manual* provided with your phone.

How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in this guide in the section, "Finding Your Phone's IP Address" on page 17.

How do I change my user password?

You can change the user password from the IP phone UI or the 8x8 Web Phone UI.

IP Phone UI

1. Press [Options] on the phone to enter the Options List.
2. Select **User Password** and press ▶.
3. Enter the current user password and press ▶.
4. Enter the new user password and press ▶.
5. Re-enter the new user password and press ▶. A message, "*Password Changed*" displays on the screen.

8x8 Web Phone UI

1. Click on **Operation->User Password**.
2. In the "**Current Password**" field, enter the current user password.

→ **Note:** By default, the user name is "**user**" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your System Administrator for assistance.

---

3. In the **New Password** field, enter the new user password.

4. In the **Password Confirm** field, enter the new user password again.

5. Click [Save Settings] to save your changes.

For information on how to access the 8x8 Web Phone UI, go to the section "Using the 8x8 IP Phone Web UI" on page 13.

Why does my phone display Bad Encrypted Config?

The IP phone displays **Bad Encrypted Config** because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.

How do I restart the IP phone?

IP Phone UI

---

1. Press the [Options] button on the phone to enter the Options List.

2. Use the ▼ key to scroll down the list of options to **Phone Status** and press the 4. key to select.

3. Press the ▼ key to scroll to the **Restart Phone** option.

Press the 4. key to confirm and restart the phone. If you do not wish to restart your phone, press the 3 key to cancel.
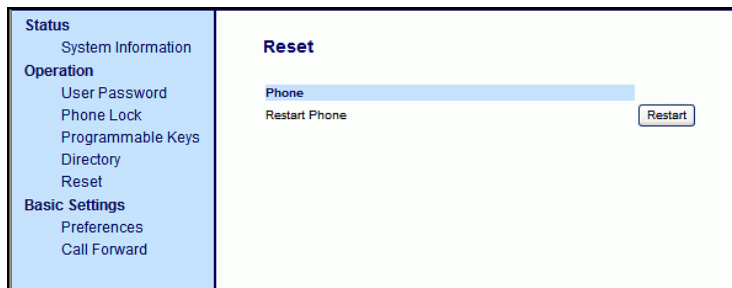
➡	**Note:** Your phone is out of service temporarily during the restart and downloading process.

🌐 8x8 Web Phone UI

---

1. Click on **Operation->Reset**.

Status	
System Information	**Reset**
Operation	
User Password	**Phone**
Phone Lock	Restart Phone [Restart]
Programmable Keys	
Directory	
Reset	
Basic Settings	
Preferences	
Call Forward	

2. Click [Restart].

3. Click **OK** at the confirmation prompt.

Troubleshooting Solutions

How do I lock my phone?

You can lock your phone to prevent the phone from being used or configured. Using any of the following:

- At the path **Options**->**Phone Lock** on the IP Phone UI.
- At the path **Operations**->**Phone Lock** on the 8x8 Web Phone UI.
- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see "Phone Lock Key" on page 50.

Use the following procedure to lock an IP phone using the IP Phone UI.

IP Phone UI

Lock the Phone

1. Press ⬚Options on the phone to enter the Options List.
2. Select **Phone Lock** and press ▶.
3. Press ▶ to set the phone to lock.
4. Press ⬚Options on the phone.
   The following message displays: **Phone is locked**.

Unlock the Phone

1. Press ⬚Options on the phone to enter the Options List.
2. Enter your user password and press ▶. The phone unlocks.

Use the following procedure to lock an IP Phone using the 8x8 Web Phone UI.

8x8 Web Phone UI

1. Click on **Operation->Phone Lock**.

Phone Lock

Lock or unlock the phone

Emergency Dial Plan	911|999|112|110
Lock the phone?	Lock
Reset User Password	Reset

Save Settings

Status
System Information
Operation
User Password
Phone Lock
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Lock the Phone

2. In the "**Lock the Phone?**" field, click [Lock] . The phone locks dynamically and displays the following message: **Phone is locked**.

Unlock the Phone

3. Click on **Operation->Phone Lock**.

4. In the "**Unlock the Phone?**" field, click [Unlock] . The phone unlocks dynamically and displays the following message: **Phone is unlocked**.

Troubleshooting Solutions

Limited Warranty

This warranty applies only to products purchased and used in the United States.

What Is Covered?

Any defect in materials or workmanship for one year. (See 8x8 Virtual Office terms and conditions.)

Appendix A - Time Zone Codes

The following table identifies the time zone name and time zone code to use on the IP phone.

Time Zone Name/Time Zone Code Table

Time Zone Name	Time Zone Code
AD-Andorra	CET
AG-Antigua	AST
AI-Anguilla	AST
AL-Tirane	CET
AN-Curacao	AST
AR-Buenos Aires	ART
AS-Pago Pago	BST
AT-Vienna	CET
AU-Lord Howe	LHS
AU-Tasmania	EST
AU-Melbourne	EST
AU-Sydney	EST
AU-Broken Hill	CST
AU-Brisbane	EST
AU-Lindeman	EST
AU-Adelaide	CST
AU-Darwin	CST
AU-Perth	WST
AW-Aruba	AST
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-China	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GF-Cayenne	GFT
GI-Gibraltar	CET
GP-Guadeloupe	AST
GR-Athens	EET
GS-South Georgia	GST
GT-Guatemala	CST
GU-Guam	CST
GY-Guyana	GYT
HK-Hong Kong	HKS
HN-Tegucigalpa	CST
HR-Zagreb	CET
HT-Port-au-Prince	EST
HU-Budapest	CET
IE-Dublin	GMT
IS-Reykjavik	GMT
IT-Rome	CET

Time Zone Name	Time Zone Code
JM-Jamaica	EST
JP-Tokyo	JST
KY-Cayman	EST
LC-St Lucia	AST
LI-Vaduz	CET
LT-Vilnius	EET
LU-Luxembourg	CET
LV-Riga	EET
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS

Time Zone Name	Time Zone Code
RO-Bucharest	EET
RU-Kaliningrad	EET
RU-Moscow	MSK
RU-Samara	SAM
RU-Yekaterinburg	YEK
RU-Omsk	OMS
RU-Novosibirsk	NOV
RU-Krasnoyarsk	KRA
RU-Irkutsk	IRK
RU-Yakutsk	YAK
RU-Vladivostok	VLA
RU-Sakhalin	SAK
RU-Magadan	MAG
RU-Kamchatka	PET
RU-Anadyr	ANA
SE-Stockholm	CET
SG-Singapore	SGT
SI-Ljubljana	CET
SK-Bratislava	CET
SM-San Marino	CET
SR-Paramaribo	SRT
SV-El Salvador	CST
TR-Istanbul	EET
TT-Port of Spain	AST
TW-Taipei	CST
UA-Kiev	EET
US-Eastern	EST
US-Central	CST
US-Mountain	MST
US-Pacific	PST
US-Alaska	AKS
US-Aleutian	HAS
US-Hawaii	HST
UY-Montevideo	UYS
VA-Vatican	CET
YU-Belgrade	CET

Warning!

Toll fraud is committed when individuals unlawfully gain access to a customer's telecommunication system. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. 8x8, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although 8x8, Inc. has designed security features into its products and services, it is your sole responsibility to use the security features and to establish security practices within your organization, including training, security awareness, and call auditing to eliminate security risks.

Notice

While every effort has been made to ensure accuracy, 8x8, Inc. will not be liable for technical or editorial errors or omissions contained within this documentation. The information contained in this documentation is subject to change without notice.

This documentation may be used only in accordance with the terms of the 8x8, Inc. License Agreement.

If you've read this owner's manual and consulted the online Troubleshooting section at www.8x8.com and still have problems, please call 1-888-898-8733 for technical assistance.